



General Release Bulletin

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CallPilot Release 2.02

Introduction

This General Release Bulletin provides information that supplements the formal documentation for the purpose of installing, upgrading, and supporting CallPilot Release 2.02 (02.01.27) systems. It provides updated procedures, limitations, known problems, workarounds, and documentation addenda. This is an important information resource for Channel Partner field operations and support personnel involved with CallPilot 2.02.

For more details on feature installation and operation, refer to the CallPilot 2.02 Customer Documentation.

This document, as well as other Customer Documentation, may be updated periodically as needed. It's recommended to always reference the Partner Information Center and Helmsman Express websites for the latest information in updated NTPs or Release Notes documents.

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Revision history

Issue Number / Date	Type of Review / Reason(s) for Issue	Author
Standard 1.0 / 12-Jun-03	Incorporated all changes from trials and internal Technology, GNTS, and MDS reviews; initial version for post-Beta/pre-GA publication	Roger Brassard
Standard 1.1 / 14-Jul-03	Incorporated all latest updates; final revision for publication at GA	Roger Brassard
Standard 1.2 / 01-Aug-03	Added new CallPilot 2.02 PEP info to align with factory CDs; added 2.0/SU01 and 2.02 delta "Fix/Enhancement" view; added new "Admin password reset" procedure and other known workarounds	Roger Brassard
Standard 2.0 / 31-Oct-03	Incorporated new 703t Tower platform-specific info; details for new CallPilot 2.5 Desktop client; updated X11/X21 PEPs; new CallPilot 2.02 PEP fix/enhancements info; updated open/closed problems; enhanced client compatibility section; and other minor updates	Roger Brassard
Standard 3.0 / 01-Dec-03	Updated CD info to include new 2.5 Desktop and My CallPilot CDs; Incorporated fix content info for Service Update 1 (SU01) and other components	Roger Brassard
Standard 4.0 / 11-Feb-04	Updated PEP information for Service Update 1 (SU01) and required cumulative PEP CP20127G069S and other new PEPs; updated MPL URLs; updated switch PEP information; added new workarounds	Roger Brassard
Standard 5.0 / 21-May-04	Updated PEP information for Service Update 2 (SU02) and other new PEPs; revised supported languages and groupware environments; added new known problems/workarounds; updated switch PEP information	Roger Brassard
Standard 6.0 / 03-Sep-04	Updated PEP information for Service Update 3 (SU03) and additional PEPs; Re-worked Desktop and My CallPilot OS, Localization, Groupware support information for clarity; added new known problems/workarounds; Revised Language localization and availability info for clarity	Roger Brassard
Standard 7.0 / 01-Oct-04	Updated new ESPL (MPL) URL; Added additional X11, X21, and SU03 required PEP information; new known problems and workarounds	Tod Rikley, Roger Brassard
Standard 8.0 / 19-Nov-04	Updated X11/X21 PEP information; incorporated new CallPilot SU/PEP line-up for "SU03_Cumulative"; added new known problems/workarounds	Roger Brassard
Standard 9.0 / 17-Dec-04	Updated to reference new Desktop client information; included other minor updates and formatting adjustments	Roger Brassard

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1 The General Release Bulletin

1.1 Purpose

The purpose of the General Release Bulletin (GRB) is to provide the user with information for CallPilot 2.02 that is not covered by the NTP documentation supplied with the system. This GRB is intended for use in conjunction with the latest CallPilot 2.02 (2.01.27) PEP CD. Refer to the full set of CDs listing in section 5.2.

1.2 What's new in 2.02

While 2.02 focused primarily on improving upgrade robustness, it also offers a number of other updates and enhancements:

- Updated “Tower Refresh” documentation suite including new “Upgrade Guide” and Offline Help.
- Online help available in a stand-alone, offline mode for CallPilot Manager, Application Builder, Reporter, Desktop Messaging, My CallPilot, as well as all Server Event Codes
- Enterprise Networking diagnostic screen
- Improved Meridian Mail to CallPilot migration utility (NTUB25AB) and documentation
 - Enhancement in SU01 retains Meridian Mail mailbox Auto-logout settings when migrating from Mail to CallPilot. Additional improvements in SU02.
 - Revised Migration Utility Guide (NTP 555-7101-801 Standard 2.0 dated May 2004).
- Greatly reduced PEP requirements (numerous fixes incorporated into base-line code)
- Additional security enhancements including multiple new Microsoft hotfixes. Others available via Security PEPs G050S, G070S, or SEC001.
- Additional prompt languages (refer to the [Language Availability](#) table for details)
- Mac OS 9.0 and 9.1 support for My CallPilot Web Messaging (full support with 2.5)
- Support for new CallPilot 703t Tower platform
- Support for new MPB96 Carrier board (in 703t Tower platforms only)
- Desktop messaging enhancements:
 - Dynamic Address Book for Lotus Notes
 - E-mail “Call Sender” button (Microsoft Outlook only)
 - Fax “Batch Processing” using Microsoft Mail Merge
 - Customizable Fax Cover Page
 - Integrated Fax Messaging Controls for better WinXP support
 - Citrix thin-client support
- Additional Desktop messaging/Groupware environments supported (when using the **client versions as noted**):
 - Support for Microsoft Outlook 2003, Lotus Notes 6.0x and 6.5, and GroupWise 6.5

1.3 Supported operations

This GRB supports installs, uninstalls, reinstalls, and upgrades for all Meridian 1 (M1) and Communication Server 1000/1000M (a.k.a. Succession 1000) only. Non-M1 connectivity including MSL-100, DMS-100, and MCS5100 is available with CallPilot 2.5.

The following describes the available operations.

1.3.1 Features on Controlled Release

The following is a list of 2.02 features that are on controlled release.

- Speech Recognition and Custom Commands for languages other than North American English and German
- Email-by-Phone languages other than Dutch, English, French, German, Italian, Russian, and Spanish, (using either Western European ISO-8859-1 or UTF-8 message encoding)

1.3.2 Switch connectivity installations

The following switch integrations are supported:

- Meridian 1, Option 11C to 81C
- Communication Server 1000/1000M (CS 1000/1000M)

Note: MSL-100, DMS-100, and MCS5100 connectivity is available with CallPilot 2.5

1.3.3 Switch connectivity deferred or discontinued

- Matra (for Europe only)
- Avaya (Lucent) Definity Prologix G3 (v6 and higher)
- Avaya (Lucent) Definity Generic 3 (System 75 and G1 only with upgrade to G3 with 2-wire support)
- Avaya (Lucent) #5ESS
- Siemens-Rolm series 8000, 9000, and 9751CBX

1.3.4 Server and client upgrades

The following server and client upgrades are supported for Meridian 1 and CS 1000/1000M.

Original Release		Interim Release		Target Release	Reference
1.05.11.G/H	>	1.07.09	>	2.02	<u>Section-5 Upgrades</u>
1.06.07E/G/H	>				
1.07.0x	>				

1.4 About customer documentation

The starting point for all CallPilot activities is the customer documentation that is included with the system. Along with the base documentation package, a CD-ROM titled "*CallPilot Product Release 2.02 Documentation on CD-ROM*" (NTRG19AI) containing all of the customer documentation is available.

The documentation CD-ROM can be viewed on any PC using Adobe Acrobat Reader 3.0 or later (the Adobe software is included on the CD).

This bulletin assumes you have the CallPilot 2.02 Base documentation package for your system. Refer to the following documents for your server information:

- NTRG06AD : 200i Installation & Configuration Guide Package
- NTRG01AE : 201i Installation & Configuration Guide Package
- NTRG03AE : 702t Installation & Configuration Guide Package
- NTRG03BB : 703t Installation & Configuration Guide Package
- NTRG04AG : 1001rp Installation & Configuration Guide Package
- NTRG05AG : 1002rp Installation & Configuration Guide Package
- P0606149 : CallPilot 2.02 Upgrade Guide

Note: This document, as well as other Customer Documentation, may be updated periodically as needed. It's always recommended to reference the Partner Information Center and Helmsman Express websites for the latest information in updated NTPs or Release Notes documents.

1.5 Software Updates/Enhancements

After completing the upgrade, verify whether there are any additional PEPs to be installed. Refer to the [PEP/Service Update application overview](#) in section 5.5 for additional information.

1.6 Localized Media

The table below summarizes the localized CallPilot 2.02 media available:

Language	Voice Prompts	Desktop Messaging	My CallPilot	Speech Activated Messaging	E-mail by Phone	End-User Docs
Arabic	✓					✓
Cantonese (Traditional Chinese)	✓	2.01.27.06 only				✓
Danish	✓					✓
Dutch	✓	✓			✓	✓
English, American (US)	✓	✓	✓	✓	✓	✓
English, Australian	✓	✓	✓		✓	✓
English, Canadian	✓	✓	✓	✓	✓	✓
English, Irish	✓	✓	✓		✓	✓
English, UK (Female)	✓	✓	✓	✓	✓	✓
Finnish	✓					
French, Canadian	✓					

Language	Voice Prompts	Desktop Messaging	My CallPilot	Speech Activated Messaging	E-mail by Phone	End-User Docs
French, European	✓	✓	✓	✓	✓	✓
German	✓	✓	2.01.27.09 only	✓	✓	
Hebrew	✓					
Italian	✓	✓		✓	✓	
Japanese	✓	✓				
Norwegian	✓					✓
Portuguese, Brazilian	✓					
PRC Mandarin (Simplified Chinese)	✓	✓				✓
Russian	✓				✓	
Spanish, Castilian (European)	✓				✓	
Spanish, Latin American	✓	✓			✓	✓
Swedish	✓					✓
Taiwanese Mandarin (Traditional Chinese)	✓	2.01.27.06 only				✓

Notes:

1. Desktop Messaging Languages (Software and Help). 2.50.06.07 provides localized versions of the product (Dutch, English, French, German, Italian, Spanish, or Simplified Chinese). Cantonese and Taiwanese Mandarin, will need to use the 2.02 (2.01.27.06) version of the client included with your software package. Please note that the 2.02 version of the client will not contain any of the enhanced features of the 2.50.06.17 version.
2. My CallPilot Languages (Software and Help). 2.5 is currently available in English and French (European) only. For those customers requiring localized versions of the product (German), please use the 2.02 version of the client included with your software package. Please note that the 2.02 version of My CallPilot will not contain any of the 2.5 enhanced features
3. Email-by-Phone languages are not localized by dialect. For example, there is only one "English" version of Email-by-Phone that is deployed with all five English prompt sets.
4. End-user documentation is not localized by country. For example, customers in Paris France and Quebec Canada would use the same end-user documents.
5. Localized end-user documentation is available from the Helmsman web site.

2 Product requirements

2.1 CallPilot 2.02 Compatibility

The following tables define CallPilot 2.02 compatibility with other products and environments it is likely to encounter.

Product / Function	CallPilot 2.02 Compatibility
Meridian Mail	Co-existence with Meridian Mail on Meridian 1 or Communication Server 1000/1000M is supported. Networking to Meridian Mail available with AMIS-A and Enterprise networking protocols or via VPIM with Meridian Mail Net Gateway. However, there are limitations.
Meridian Mail Reporter	Cannot be used to generate reports from a CallPilot server. Meridian Mail Reporter only supports Meridian Mail and CallPilot Reporter only supports CallPilot.
Meridian Administration Tool (MAT) or Optivity Telephony Manager (OTM)	- Co-existence of CallPilot Application Builder client with MAT 6.x and OTM 1.x and 2.x clients on the same PC is supported. - Please see Product bulletin 99092 for the CallPilot website for a detailed listing of compatibility with MAT.
Custom Controlled Routing (CCR)	- Co-existence of CCR and CallPilot on the same Meridian 1 is supported. - CallPilot does not support CCR command: Give IVR.
Symposium Call Center Server 1.x, 3.0, and 4.x; Symposium Express 1.0 and 2.0, 3.0, and 4.2	- Co-existence with Symposium Call Center Server or Express on the same M1/CS 1000 and ELAN is supported. - CallPilot 2.02 supports Symposium Call Center Server 4.2 and later integration for voice processing script commands: "Give IVR", "Give Controlled Broadcast", "Collect Digits", "Play Prompt", "Open...End Voice Session" but requires PEP SU-07 or later. - CallPilot 2.02 supports Symposium Express 4.2 integration for voice processing script commands "Give IVR" also requires PEP SU-08 or later.
Internet Telephony Gateway (ITG)	- CallPilot AMIS-Analog and Enterprise Networking is supported with ITG R1.1 (v1.0.34 or later). - Network Message Service (NMS) support requires ITG 2.0.
Microsoft Office 2000 and 2002 (XP)	- CallPilot Desktop Messaging clients are compatible - CallPilot 2.02 Application Builder client is compatible

2.1.1 Application Builder client / Operating System (OS) compatibility

Application Builder clients are supported for use on the following Operating Systems:

Operating Systems:	1.07	2.02
Windows 95 or 95A w/ Service Pack 1	✓	
Windows 95B OEM Service Release 2 (OSR2)	✓	✓
Windows 98	✓	✓
Windows 98SE (Second Edition)	✓	✓
Windows ME		
Windows NT 4.0 Workstation (Service Pack 1)		
Windows NT 4.0 Workstation (Service Pack 2)		
Windows NT 4.0 Workstation (Service Pack 3)		
Windows NT 4.0 Workstation (Service Pack 4)		
Windows NT 4.0 Workstation (Service Pack 5)		
Windows NT 4.0 Workstation (Service Pack 6)		
Windows NT 4.0 Workstation (Service Pack 6A)	✓	✓
Windows NT 4.0 Server		
Windows 2000 Professional (ISO-8859-1, Latin-1 character set versions)	Note 1	Note 1
Windows 2000 Server and Advanced Server		
Windows XP Home		
Windows XP Professional	✓	✓
Windows 2003 Server		
Macintosh OS 9.0 or 9.1		
Macintosh OS X		

Note:

1. ISO-8859-1 (Latin-1) character sets cover most West European languages including but not limited to: English, French, Spanish, Catalan, Basque, Portuguese, Italian, Albanian, Rhaeto-Romanic, Dutch, German, Danish, Swedish, Norwegian, Finnish, Faeroese, Icelandic, Irish, Scottish, Afrikaans, and Swahili.

2.1.2 Desktop Messaging / Groupware compatibility

CallPilot Desktop Messaging supports the following Groupware e-mail clients, Internet mail clients, Web clients, and thin clients:

Groupware E-mail clients	1.07.11.24	2.50.06.17
Microsoft Exchange 4.x	✓	
Microsoft Exchange 5.x	✓	
Microsoft Outlook 97	✓	
Microsoft Outlook 98 (Corporate Mode)	✓	✓
Microsoft Outlook 2000	✓	✓
Microsoft Outlook 2002 (XP)	Note 9	✓
Microsoft Outlook 2003		✓
Lotus Notes 4.5x	✓	
Lotus Notes 4.6x	✓	
Lotus Notes 5.0x	✓	✓
Lotus Notes 6.0		✓
Lotus Notes 6.5		✓
Novell GroupWise 5.5x	✓	
Novell GroupWise 6.0x	✓	✓
Novell GroupWise 6.5		✓
Internet Mail clients	1.07.11.24	2.50.06.17
Microsoft Outlook Express 4.x (Internet Explorer 4.0)	✓	
Microsoft Outlook Express 5.x	✓	✓
Microsoft Outlook Express 6.x		✓
Microsoft Outlook 98 (Internet Mail Mode)	✓	✓
Microsoft Outlook 2002 (XP) (Internet Mail Mode)	✓	✓
Microsoft Outlook 2003 (Internet Mail Mode)		✓
Netscape Messenger (Netscape Communicator) 4.5	✓	
Netscape Messenger (Netscape Communicator) 4.6	✓	
Netscape Messenger (Netscape Communicator) 4.7x	✓	
Netscape 6.2x		✓
Netscape 7.0, 7.1, and 7.2		✓
Qualcomm Eudora Pro 4.02	✓	
Qualcomm Eudora Pro 4.2	✓	
Qualcomm Eudora Pro 5.x	✓	✓
Thin clients	1.07.11.24	2.50.06.17
Citrix Metaframe 1.8 on Windows 2000 Server, Windows 2000 Advanced Server, or Windows 2000 Datacenter Server		✓
Citrix MetaFrame XP (Standard, Enterprise, or Advanced Editions) on Windows 2000 Server, Windows 2000 Advanced Server, or Windows 2000 Datacenter Server		✓

Note: For details on other Desktop client versions, refer to an earlier version of this document.

Supplemental Version Notes:

Desktop Messaging client version 2.50.06.17:

1. Is supported for use with a CallPilot 2.02 server.
2. Offers localization.

1.07 Desktop Messaging clients:

3. Are not recommended for use with a 2.02 server due to reduced functionality:
 - Telset operations do not function (PC Playback does)
 - Unable to download address book; addressing will be manual

Important: It is highly recommended that all Desktop Messaging clients be upgraded to version 2.50.06.17 prior to upgrading the server to release 2.02. This will ensure maximum functionality both pre- and post- server upgrade.

4. Only Desktop Messaging client version 1.07.11.24 (Service Update 5) or later supports Windows XP Professional

1.06/1.05 Desktop Messaging clients:

5. Are not supported for use with a CallPilot 2.02 server.

2.1.3 Desktop Messaging client / Operating System (OS) compatibility

Desktop Messaging clients are supported for use on the following Operating Systems:

Operating Systems	1.07.11.24	2.50.06.17
Windows 95 or Windows 95A w/ Service Pack 1	✓	
Windows 95B OEM Service Release 2 (OSR2)	✓	
Windows 98	✓	
Windows 98SE (Second Edition)	✓	✓
Windows ME	✓	
Windows NT 4.0 Workstation (Service Pack 1)	✓	
Windows NT 4.0 Workstation (Service Pack 2)	✓	
Windows NT 4.0 Workstation (Service Pack 3)	✓	
Windows NT 4.0 Workstation (Service Pack 4)	✓	
Windows NT 4.0 Workstation (Service Pack 5)	✓	
Windows NT 4.0 Workstation (Service Pack 6)	✓	
Windows NT 4.0 Workstation (Service Pack 6A)	✓	✓
Windows NT 4.0 Server		
Windows 2000 Professional	✓	✓
Windows 2000 Server, Advanced, or Data Center Server		
Windows XP Home		
Windows XP Professional (Service Pack 2)	✓	✓
Windows 2003 Server		
Macintosh OS 9.0 or 9.1		
Macintosh OS X		

Note: For details on other Desktop client versions, refer to an earlier version of this document.

2.1.4 My CallPilot / Browser compatibility

My CallPilot Web Messaging supports the following Internet browsers:

Internet Browsers	2.02 (2.01.27.09)	2.5 (2.50.06.08)	2.5 (2.50.06.19)	2.5 (2.50.06.22)
Netscape Navigator 4.0x				
Netscape Communicator 4.5				
Netscape Communicator 4.6				
Netscape Communicator 4.7x				
Netscape 6.2x	✓	✓	✓	✓
Netscape 7.0, 7.1, and 7.2		✓	✓	✓
Microsoft Internet Explorer 4.x				
Microsoft Internet Explorer 5.x	✓	✓	✓	✓
Microsoft Internet Explorer 6.0	✓	✓	✓	✓

2.1.5 My CallPilot client / Operating System compatibility

My CallPilot clients are supported for use on the following Operating Systems:

Operating System	2.02 (2.01.27.09)	2.5 (2.50.06.08)	2.5 (2.50.06.19)	2.5 (2.50.06.22)
Windows 95 or 95A w/ Service Pack 1				
Windows 95B OEM Service Release 2 (OSR2)				
Windows 98	✓	✓	✓	✓
Windows 98SE (Second Edition)	✓	✓	✓	✓
Windows ME	✓	✓	✓	✓
Windows NT 4.0 Workstations (Service Pack 1)			✓	✓
Windows NT 4.0 Workstations (Service Pack 2)				
Windows NT 4.0 Workstations (Service Pack 3)	✓			
Windows NT 4.0 Workstations (Service Pack 4)	✓	✓	✓	✓
Windows NT 4.0 Workstations (Service Pack 5)	Note 7	✓	✓	✓
Windows NT 4.0 Workstations (Service Pack 6)		✓	✓	✓
Windows NT 4.0 Workstations (Service Pack 6A)	✓			
Windows NT 4.0 Server	✓	✓	✓	✓
Windows 2000 Professional		✓	✓	✓
Windows 2000 Server, Advanced or DataCenter Server				
Windows XP Home				
Windows XP Professional	✓	✓	✓	✓
Windows 2003 Server	✓	✓	✓	✓
Macintosh OS 9.0 or 9.1	✓	✓	✓	✓
Macintosh OS X			✓	✓

1. With CallPilot 2.02 (using My CallPilot version 2.01.27.09), only partial support for Mac OS 9.0 and 9.1 is available via My CallPilot when accessed with Internet Explorer or Netscape. Partial support functionality is read-only, listen-only mode similar to the web-messaging functionality provided in CallPilot 1.07. Also, no CallPilot Player, CallPilot Fax Viewer, or interaction with the TUI will be available. Listening to and viewing of CallPilot messages will be accessed via desktop only and handled by the resident audio player and picture viewer of the MAC OS.
2. With CallPilot 2.5 (using My CallPilot version 2.50.06.04 and later), full support of Mac OS 9.0 and 9.1 is available via My CallPilot accessed with Internet Explorer or Netscape. Full support means that Mac users will now be able to Compose, Send, Reply to messages, as well as utilize a CallPilot Player and Fax Viewer.
3. Partial support for Mac OS X is supported with My CallPilot version 2.50.06.11 and later. The functionality is the same as outlined above for the CallPilot 2.02 Mac My CallPilot Web Client. Any prior release of My CallPilot is not supported.

2.1.6 Supported Server OS and Internet browsers for use with My CallPilot, CallPilot Manager, and Reporter

CallPilot 2.02 and 2.5 versions of My CallPilot, CallPilot Manager, and Reporter support the following operating systems and browsers:

Product / Function	CallPilot 2.02 Compatibility
Server side details:	
Operating Systems	- Windows NT 4.0 Server, Service Pack 6A - Windows 2000 Server with Service Pack 1 or later Note: Advanced Server and DataCenter Server versions are not supported.
Internet Service software	- Internet Information Server 4.0 - Internet Information Server 5.0 (Service Pack 1 or later)
Client side details:	
Operating Systems	- Windows 95B (OSR2) (2.02 only) - Windows 98SE - Windows NT 4.0 workstation (Service Pack 6A) - Windows 2000 Professional - Windows XP Professional - MAC OS 9.0 and 9.1 (for My CallPilot only)
Browsers	- Netscape Communicator 6.2x (with proper Java J2SE extension. See note.) - Netscape Communicator 7.0, 7.1, and 7.2 - Internet Explorer 5.x and 6.x (with proper Java J2SE extension. See note.)

Notes:

1. If Desktop Messaging and Web Messaging are installed on the same client PC, CallPilot Web Messaging will be compatible with all 2.x versions of the player.
2. When using CallPilot Reporter, for proper operation of Java on Netscape 6.2 or Microsoft Internet Explorer 6.x, J2SE version 1.3.1_05 must be installed. If you have an earlier or later version of J2SE, it must be uninstalled first. J2SE versions can be downloaded from <http://www.java.sun.com>.
3. Javascript and Cookies must be enabled in the web browser.
4. Support for localized browsers is available in Dutch, English, French, German, and Traditional Chinese.
5. CallPilot 2.5 "My CallPilot" does not support Windows 95.

2.1.7 Supported Customer LANs

Product / Function	CallPilot 2.02 Compatibility
10Base-T	All platforms
100Base-T	• 200i (IPE) with additional hardware. • 201i (IPE), 702t and 703t (Tower), 1001rp and 1002rp (Rackmount) without additional hardware (see note)
1000Base-T	• 703t (Tower)

Notes:

1. Connection of 100Base-T customer LAN (CLAN) to CallPilot 200i IPE requires customer-supplied conversion of 100Base-T to 10Base-T. All other platforms include 10/100Base-T Ethernet LAN NIC cards except 703t, which includes 10/100/1000Base-T Ethernet LAN NIC.
2. ELAN must be configured for 10Base-T/Full duplex.
3. CLAN should be configured for Auto-Detect.
4. Token Ring (4 or 16 Mbps) LAN is not supported in CallPilot 2.02.
5. If a switch is used for ELAN or CLAN, "Spanning Tree" must be turned off.

2.1.8 Supported WAN Networking Protocols

CallPilot supports only TCP/IP (internet) networking protocols. Novell's IPX/SPX protocol is not supported.

2.1.9 Migration from Meridian Mail

Migration from Meridian Mail systems to CallPilot 2.02 is supported using the Meridian Mail migration utility tape NTUB25AB (available within NTUB24AC Migration Package). This supports migration from all Meridian Mail MM11, MM12, and MM13 releases for all Meridian Mail platforms **except the MSM and Card Option running MM13.11.2**. It is required for all Meridian Mail releases including MM13.14 as this tape supersedes the migration utility available in the TOOLS level.

Note: Previous 1.07 versions of the migration utility NTUB24AA or NTUB24AB cannot be used with CallPilot 2.02. The Migration guide should be consulted for limitations.

Note: CallPilot requires use of the NTRB18CA MGate card for connectivity. Systems migrated from Meridian Mail must ensure only the updated MGate cards are used.

2.2 Operational Requirements

2.2.1 3rd-party Windows NT Server Software and Hardware

The addition of any 3rd-party Windows NT Server software or hardware to the CallPilot server is not supported other than approved anti-virus applications (Refer to Product Bulletin P-2003-0151-Global – *CallPilot Support for Anti-Virus Applications* for details) or approved Microsoft hotfixes (Refer to Product Bulletin P-2003-0277-Global – *CallPilot Server Security Update* or published PAA Product Advisory Alerts). Doing so can destabilize the system, degrade its mission of providing real-time call processing performance, disrupt its Y2K conformance, and cause future upgrades to fail. Refer to Product Bulletin 99067 – *CallPilot Unauthorized Hardware and Software* for more information.

2.2.2 Software dongle installation

The CallPilot dongle must be properly installed in the server prior to accessing CallPilot Manager.

2.2.3 Proper Power and Grounding

All CallPilot server installations (200i, 201i, 702t, 703t, 1001rp, and 1002rp) must follow the Meridian 1 and/or Communication Server 1000/1000M and CallPilot NTP guidelines for proper power and grounding, specifically, adhering to the Single-Point Ground Reference requirement. Failure to follow these guidelines makes Meridian 1/Communication Server 1000/1000M and CallPilot susceptible to damage from electrical transients resulting from lightning and other power-ground disturbances.

The Single-Point Ground Reference includes all powered devices that attach directly to the PBX and its ancillary equipment. For a typical CallPilot installation, the following components are included:

- PBX
- CallPilot server
- Uninterruptible Power Supply (UPS) (if installed)
- Remote maintenance modem
- ELAN and CLAN hubs
- Administration/Maintenance PC (and associated monitor and printer)
- External CD-ROM and Tape drives (for 200i and 201i IPE servers)
- Symposium Call Center Server (if installed)

As well, in CallPilot Rackmount server installations, the following supplemental information applies:

- Ensure the CallPilot server chassis and equipment racks are isolated from other foreign sources of ground
 - Acceptable isolation methods include: isolation pads, grommet washers, chassis side rail strips and non-conducting washers, etc
- Where other equipment is also installed in the same 19" rack, ensure that all

equipment derives ground from the same service panel as CallPilot and the switch, whether or not the equipment is AC or DC powered.

- In DC-powered server installations, ensure the PDU (Power Distribution Unit for DC applications) is installed on the same rack as the CallPilot server. This is required since the main ground wire for the PDU is not insulated from the metal enclosure.

It's also highly recommended that a UPS be equipped on Tower/Rackmount installations.

Important Note: Adherence to a Single-Point Ground reference applies to all existing installed-base systems as well as new CallPilot server installations. Whether working on a new install or performing maintenance on an existing system, verifying the system is properly grounded can help avoid damage or system outage from electrical transients.

2.2.4 Switch connectivity required prior to running Configuration Wizard

To ensure proper operation of the CallPilot server, ensure that PBX connectivity is configured and operational **PRIOR** to running Configuration Wizard. At a minimum this configuration includes the ELAN, one or more voice channels/ACD agent TNs, and Voice Messaging CDN.

CallPilot integrates with the PBX and those resources are required to allow CallPilot services to operate as designed. If "staging" a CallPilot server and configuring the system prior to installation at the customer location, ensure it has temporary PBX connectivity prior to running Configuration Wizard to avoid "virtual memory low" and other problem conditions that may result.

2.2.5 Shutdown/Restart required after PBX maintenance procedures

To ensure proper operation of the CallPilot server after performing a SYSLOAD or Parallel Reload of the PBX, the CallPilot server must be rebooted to ensure all resources are properly re-acquired. As well, when possible, it's preferred that the CallPilot server be taken offline during the maintenance procedure and then restarted once the PBX work has been completed.

To perform a proper CallPilot shutdown/restart, use "Ctrl-Alt-Delete" and select "Shutdown" from the Windows NT Security window. Then from the Shutdown Computer dialog box that appears, select either "Shutdown" or "Shutdown and Restart" as appropriate.

2.2.6 200i/201i IPE recommended handling procedures

To minimize data loss or damage to the drive media, when removing power from the 200i or 201i IPE server, ensure the system avoids excessive vibration until the hard drive heads have parked using the recommending handling procedure below. Refer to CR # Q00969066.

1. Perform a shutdown as indicated in 2.2.5
2. Remove power by gently unseating the server from the backplane
3. Allow the server to remain still for approximately 15 seconds. This allows the drive heads to park to a "safe" zone.
4. Remove the IPE server as handle as normal following ESD guidelines.

3 Meridian 1 switch requirements

NTP 555-7101-222 – *CallPilot Installation and Configuration Guide – Part 3 – Meridian 1 and CallPilot Server Configuration*. Chapter 3 describes how to configure a Meridian 1 PBX to work with CallPilot. The following description is an addendum to this chapter, describing the specific Meridian 1 models supported, the supported X11 software releases, and the PEPs available for the various releases for proper CallPilot operation.

Section 3.1 lists the supported Meridian 1 models. Section 3.2 identifies the software releases and packages relevant to CallPilot. It also provides a list of the available PEPs with a description of the issues addressed and its applicability to the system model and software release. A brief description on Manufacture Delivered Customer Solutions (MDCS) process is provided for reference.

Note: **Information on the X11 software changes regularly.** For the most recent information on supported X11 software releases and PEPs, refer to the Nortel Enterprise Solutions PEP Library (ESPL) website at: <http://www.nortelnetworks.com/espl> (all regions)

Note: If you are new to the ESPL website, you will need to register for a user ID/password. Please apply on-line at <http://www.nortelnetworks.com> or contact Nortel Channel Partner Account Manager.

3.1 Meridian 1 systems supported

Meridian 1 - Options 11C, 11C/Mini, 51C, 61C, 81, 81C

Note: The copper-connection Option 11C does not support the ELAN, which is required for CallPilot.

3.2 Software Releases Supported

Switch software releases supported are X11R23.55 and later.

Note: If Symposium Voice Services will be provided by CallPilot 2.02, the minimum PBX release is 24.24 as required by SCCS 4.2.

3.2.1 X11 Packages required for CallPilot 2.02

Pkg #	Description
41	ACDB (ACD Package B)
46	MWC (Message Waiting Center)
214	EAR (Enhanced ACD Routing)
215	ECT (Enhanced Call Treatment)
218	IVR (Hold in Queue for IVR)

Package 324 requirements	
Pkg #	Description
77	CSL (Command Status Link)
153	X25AP (Application Module Link – AML)
164	LAPW (Limited Access to Overlays)
242	MULI (Multi-User Login)

Pkg #	Description
247	Call ID
324	NGEN (CallPilot Connectivity) *** See next table
364	NMCE (CallPilot)
254	PHTN (Phantom TN)

Package 324 requirements	
243	Alarm Filtering
296	MAT (Meridian Administration Tool)

3.2.2 X11 PEPs to support CallPilot

It is highly recommended that the associated PEP table for each X11 release be reviewed for supplemental PEPs that may be applicable. The "Recommended" column denotes "Yes" if the PEP should be applied to all systems, or "Note x" if the PEP should be applied given special circumstances such as feature dependencies exist. For all other PEPs, the description should be used to identify whether or not the PEP should be applied. If the condition or scenario exists, the PEP identified should be applied.

3.2.2.1 X11 R23.55 PEPs for Meridian 1 systems

Large systems require MDCS05 or greater to support CallPilot. Small systems do not require MDCS05 since the enhancements are already included. Several stand-alone PEPs are also recommended depending on the PBX configuration and feature usage. Refer to the PEP table for additional details.

3.2.2.2 X11 R23.55 Manufacture Delivered Customer Solutions (MDCS)

Manufacture Delivered Customer Solutions (PEPs or patches) on large systems were introduced with Generic X11 Release 23.55 MDCS update diskettes, provided with each new software upgrade or new system order.

These MDCS update diskettes contain both globally applicable and market region specific PEPs. To differentiate between the market regions, MDCS update disks are labeled with one of the following region designation codes: AP – Asia/Pacific, CALA – Caribbean & Latin American, NA – North America.

The MDCS diskettes, when applicable, are automatically shipped with new / upgrade orders. No separate ordering codes are needed. The MDCS documentation, included with each order, contains installation procedures and the MDCS content description.

As of November 19, 2001, the X11 Release 23.55 MDCS07 software will be shipped with any new orders of the X11 Release 23.55 software. X11 Release 23.55 MDCS07 is available for all large systems:

- 51C (CP1/CP2/CP3/CP4) with CMDU, IOP/CMDU (NT5D20AA), or IODU/C
- 61C (CP1/CP2/CP3/CP4) with CMDU, IOP/CMDU (NT5D20AA), or IODU/C
- 81, 81C (CP1/CP2/CP3/CP4) with CMDU, IOP/CMDU (NT5D20AA), or IODU/C

Refer to the *Manufactured Delivered Customer Solutions Generic X11 Release 23.55 MDCS07 General Availability Document* for instructions and advisements on installing MDCS07. This document must be referenced for additional instructions if the M1 has:

MPLR11474 (DPNSS International PEP)

Existing Site-Installed PEPs

CP4 and already are on X11 Release 23.55

3.2.3 X11 Release 23.55 MDCS07 PEP Content

The Generic X11 Release 23.55 MDCS07 provides 26 Manufactured Delivered Customer Solutions, for all regions, resolving the following problems:

PEP #	CR #	Description
MPLR08493	BV11111 BV58389	INI Code 1D (INI000 0000001D) from MARKOVERFLOW
MPLR10413	BV71540	No dialtone on sets due to DTR lockup in heavy traffic
MPLR10442	BV77314	Hunt quits working, must INI the switch to restore hunt functionality
MPLR10734	BV79730	INI Code 1D due to NIL pointer or not in CR range point in calling SET_TIMER2
MPLR10895	BV75533	STAT CNI stop I/O Device operation
MPLR10917	BV80441	INI2000 timeout problem when MFC CALL_VALID is called
MPLR11115	BV81266	MWLC cards randomly become noisy
MPLR11277	BV81626	When answering an abandoned call from a CLASS set with Visual Message Waiting Indication, the Meridian 911 agent (non-CLASS set) will receive continuous tone until they answer or make another call.
MPLR11283	BV81036	Meridian 2317 sets softkeys do not work when using CallPilot mail.
MPLR11298	BV81898	If a remote set rings across MCDN, terminates at a local attendant, is extended to CallPilot , and the attendant releases, then CallPilot reacts as if two consecutive transfers have taken place.
MPLR11315	BV81112	Using CallPilot , if you conference another party into your mailbox and then release, that party will be able to stay in your mailbox. The system will produce BUG0115.
MPLR11317	BV81899	Dial 0 functionality is access restricted if the originating user is on a different switch to CallPilot and the call sender party is on the local switch.
MPLR11321	BV81900	A station or trunk call that attempts a Thru-dial in CallPilot is access restricted from completing the merge if the outgoing Thru-dial is attempted on an ISA trunk.
MPLR11322	BV80991	Analog sets cannot initiate a conference to CallPilot .
MPLR11385	BV82029	If an attendant is extending a caller to a Symposium CDN then the IVR treatment will not be given until the attendant has released. Caller may not hear the entire IVR message.
MPLR11388	BV80923	Attendant is unable to enter digits to access mailboxes when established on IVR session with CallPilot . Attendant can enter digits using EES key.

PEP #	CR #	Description
MPLR11402	BV81170	BUG0195 messages are being generated after conference involving CallPilot port and digital sets.
MPLR11496	BV82303	When an attendant extends a digital call to CallPilot using CDN and IVR, the system responds with BUG4006.
MPLR11498	BV82440	The CallPilot application would not activate unless both the ICCM 311 and NMCE 364 packages were equipped. CallPilot does not depend on package 311. (See CallPilot Issue: in the Advisement section if you experience this problem).
MPLR11617	BV82707	On X11 Release 23 systems with CP4 , occasionally the real time clock will stop after a switchover from overlay 135 (either manual or through midnight routines). This problem does not occur on every switchover. This issue has been resolved in X11 Release 24 and above (reference BV81044).
MPLR11830	BV82724	Y2K Fix for File systems
MPLR12167	MP01744	CallPilot: Generic thru-dial problems for Release 23.55 ONLY
MPLR12311	BV83210	DXUT NT6D31AA Card has noise and no dialtone
MPLR12369	BV83375	File descriptor not closing when logging in to overlay 117
MPLR12536	BV81469 BV82989	Merge: MPLR12414 and MPLR11822
MPLR12638	MP04801	DN key locks up, BUG4231 is printed

3.2.4 X11 Release 23.55 PEPs for small M1 (Option 11C) systems

There is a difference between the manufactured PEPs for the 11C and for large systems. Most of the PEP equivalent of MDCS07 is included as manufactured PEPs to X11R23.55 for the 11C. However, two CallPilot PEPs included in MDCS07 are not included with Option 11C:

PEP #	CR #	Description
MPLR11388	BV80923	Attendant is unable to enter digits to access mailboxes when established on in IVR session with CallPilot. Attendant can enter digits if using EES key.
MPLR11496	BV82303	When an attendant extends a digital call to CallPilot using CDN and IVR, the system responds with BUG4006.

If the Option 11C customer is using an Attendant Console, then both of these PEPs should be installed. To obtain any of the above PEPs contact Nortel Global Customer Care Service.

3.2.5 X11 Release R23.55 PEPs for CallPilot

These PEPs are for CallPilot support on all M1 systems running X11 R23.55.

Recommended	PEP #	CR #	Description
Note 1	MPLR11402	BV81770	INI 2000, Bug195 after conference with CallPilot
Note 2	MPLR11751	BV82596	M1 workaround support for MSL-100
	MPLR11907	BV83194	MFC trunk dials CDN
Note 3	MPLR11908	BV83391	VNS originally dialed DN
	MPLR11973	BV83664	Meridian Mail Thru-dial to CallPilot fails 50% of time
Yes, Note 7	MPLR12167	MP01744	Generic Thru-dial Problems
	MPLR12410	MP03734	Conference key stuck problems
Yes	MPLR12411	MP01744	Audit 27 ring-no-answer in CallPilot
	MPLR12626	TC00385	Update Trunk Anti-Tromboning feature to include CDN call model of CallPilot and Symposium
Yes	MPLR12629	MP05885	Switch treats external caller as internal on CallPilot thru-dial.
	MPLR12704	TM16707	User unknown in CallPilot if TRO activated.
Note 4	MPLR12714	MP08546	Analog set loses held call when transfer to CallPilot is released
	MPLR12769	MP07962	Transfer into CallPilot fails if call is over NAS
Note 3	MPLR12782	MP08038	BUG9014 persists after MPLR12330 in service.
Note 5	MPLR12800	MP08194	CallPilot answering while on hold interrupts active call
	MPLR12801	MP04419	BUG4001, BUG4005, AUD17, AUD18 and AUD19 when CCR call disconnects
Yes	MPLR12907	MP01724	CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR12411 and MPLR13010.
Yes	MPLR13010	TM17734	CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13010a6, p13010b6). This PEP is used in conjunction with MPLR12411 and MPLR12907.
	MPLR13018	MP05808	BUG740 when CallPilot DN is displayed on attendant set.
Note 6	MPLR13031	MP09723	Fast Transfer into Express Messaging Fails due to triple USM XFER COMPL messages.
	MPLR13172	TM14128	CallPilot cannot interact from BRI set.
	MPLR13179	BV81607	QSIG: Original called number not supplied in QFFAC DLI2
	MPLR13215	MP10757	ISDN TRO: No speechpath after transfer from ATTN to CallPilot. BUG5107 also printed.
	MPLR13432	MP08546	Combine MPLR12714 and MPLR11315 (MDCS02). MPLR12714 = Analog set loses held call when transfer to CallPilot is released.

Recommended	PEP #	CR #	Description
	MPLR13433	MP09799	Combine MPLR13031 and MPLR11298 (MDCS02). MPLR13031 = Fast transfer into Express Messaging fails due to triple USM transfer message.
	MPLR13434	MP08194	Combine MPLR12800 and MPLR11402 (MDCS03). MPLR12800 = CallPilot answering while on-hold interrupts active call
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.

Notes:

1. MPLR11402 is included in MDSC07 and not needed individually if MDSC07 is applied.
2. MPLR11751 is required in NMS/private network configurations where MSL-100/DMS switches are used as tandem switches or in network configurations where DN's with more than 8 digits are to be supported, e.g., CallPilot messaging supporting Centrex users.
3. MPLR11908 and MPLR12782 are only required for networks using Virtual Network Service (VNS).
4. MPLR12714 does not need to be installed if compilation PEP MPLR13432 is applied.
5. MPLR12800 does not need to be installed if compilation PEP MPLR13434 is applied.
6. MPLR13031 does not need to be installed if compilation PEP MPLR13433 is applied.
7. MPLR12167 is included in MDSC07 and not needed individually if MDSC07 is applied.

3.2.6 X11 Release R24.09 (24A) PEPs for CallPilot

In X11 market release R24.09, all of the MDCS05 PEPs needed for X11R23.55 are integrated. These PEPs are for CallPilot support on all M1 systems running X11 R24.09.

Recommended	PEP #	CR #	Description
	MPLR11907	BV83194	Unable to access CallPilot over MFC trunks (Singapore)
Note 1	MPLR11908	BV83391	In VNS configurations the Original Dialed DN is not sent to CallPilot
	MPLR11973	BV83664	Meridian Mail thru dial to CallPilot fails 50% of time
	MPLR12410	MP03734	Conference key stuck problems
Yes	MPLR12411	MP01744	Audit 27 ring-no-answer in CallPilot
Yes, Note 2	MPLR12619	BV83289	Generic Thru-Dial problems
	MPLR12626	TC00385	Update Trunk Anti-Tromboning feature to include CDN call model of CallPilot and Symposium.
Yes, Note 2	MPLR12629	MP05885	Switch treats external caller as internal on CallPilot thru-dial.
	MPLR12704	TM16707	User unknown in CallPilot if TRO activated.
	MPLR12714	MP08546	Analog set loses held call when transfer to CallPilot is released
	MPLR12769	MP07962	Transfer into CallPilot fails if call is over NAS
Note 1	MPLR12782	MP08038	BUG9014 persists after MPLR12330 in service.
	MPLR12800	MP08194	CallPilot answering while on hold interrupts active call
	MPLR12801	MP04419	BUG4001, BUG4005, AUD17, AUD18 and AUD19 when CCR call disconnects
Yes	MPLR13010	TM17734	CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13030a6, p13030b6). This PEP is used in conjunction with MPLR12411.
	MPLR13018	MP05808	BUG740 when CallPilot DN is displayed on attendant set.
	MPLR13031	MP09799	Fast transfer into Express Messaging fails due to triple USM transfer message.
	MPLR13172	TM14128	CallPilot cannot interact from BRI set.
	MPLR13179	BV81607	QSIG: Original called number not supplied in QFFAC DL12
	MPLR13215	MP10757	ISDN TRO: No speechpath after transfer from ATTN to CallPilot. BUG5107 also printed.
	MPLR14909	MP11139	Attendant overflow calls not routed to CallPilot when AODN is CallPilot CDN
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.

Notes:

1. MPLR11908 and MPLR12782 are only required for networks using Virtual Network Service (VNS).
2. MPLR12629 may be ineffective without MPLR12619. Both PEPs should be applied.

3.2.7 X11 Release R24.24/R24.25 (24B) PEPs for CallPilot

These PEPs are for CallPilot support on all M1 Systems running X11 R24.24 or R24.25.

Recommended	PEP #	CR #	Description
Note 3	MPLR11751	BV82596	M1 workaround support for MSL-100
	MPLR12370	MP03970	CallPilot ports count as digital set/ACD agents in ISM.
	MPLR12410	MP03734	Conference key stuck problems
Yes	MPLR12411	MP01744	Audit 27 ring-no-answer in CallPilot
Yes, Note 2	MPLR12619	BV83289	Generic Thru-dial Problems
	MPLR12626	TC00385	Update Trunk Anti-Tromboning feature to include CDN call model of CallPilot and Symposium
Yes, Note 2	MPLR12629	MP05885	Switch treats external caller as internal on CallPilot thru-dial.
	MPLR12704	TM16707	User unknown in CallPilot of TRO activated.
	MPLR12714	MP08546	Analog set loses held call when transfer to CallPilot is released
	MPLR12769	MP07962	Transfer into CallPilot fails if call is over NAS
	MPLR12800	MP08194	CallPilot answering while on hold interrupts active call
	MPLR12801	MP04419	BUG4001, BUG4005, AUD17, AUD18 and AUD19 when CCR call disconnects
Note 5	MPLR12907	MP01724	Obsolete – use MPLR17193 instead. CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR12411 and MPLR13010.
Note 4	MPLR12998	MP09859	QSIG: Call to MX dealer-board which is CFNA to Meridian Mail or CallPilot get wrong greeting
Note 5	MPLR13010	TM17734	Obsolete – use MPLR17193 instead. CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13030a6, p13030b6). This PEP is used in conjunction with MPLR12411 and MPLR12907.
	MPLR13018	MP05808	BUG740 when CallPilot DN is displayed on attendant set.
	MPLR13031	MP09799	Fast transfer into Express Messaging fails due to triple USM transfer message.
	MPLR13076	MP09921	QSIG: Problem with re-route when using CFNR. QSIG is not answered by CallPilot
	MPLR13172	TM14128	CallPilot cannot interact from BRI set.
	MPLR13179	BV81607	QSIG: Orig called number not supplied in QFFAC DLI2
	MPLR13215	MP10757	ISDN TRO: No speechpath after transfer from ATTN to CallPilot. BUG5107 also printed.
	MPLR14909	MP11139	Attendant overflow calls not routed to CallPilot when AODN is CallPilot CDN

Recommended	PEP #	CR #	Description
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.
Yes	MPLR15826	MP11541	CallPilot: M1 failed local reserve requested by CallPilot
	MPLR16351	MP17013	For sites integrated with SCCS: Automatic Agent login (ALOG) cannot be invoked
	MPLR16795	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server. This PEP is a merge of MPLR12169 and MPLR16660.
	MPLR16867	Q00548995	Incorrect announcement from CallPilot with DPNSS to MCDN gateway
	MPLR16897	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts
Yes, Note 5	MPLR17193	Q00617481	BUG6071 for ACD agents. Merges fixes from MPLR12907 and MPLR13010.

Notes:

1. On large systems, some of these PEPs have been incorporated into MDCS04. Therefore, installation of MDCS04 is recommended.
2. The R23.55 PEP MPLR12167 that was required to address Thru-dial problems has been replaced by MPLR12619 on R24.24/25. In R24, MPLR12629 may be ineffective without MPLR12619. Both PEPs should be installed.
3. MPLR11751 is required in NMS/private network configurations where MSL-100/DMS switches are used as tandem switches or in network configurations where DN's with more than 8 digits are to be supported, e.g., CallPilot messaging supporting Centrex users.
4. PEPs MPLR12998, MPLR13942, and MPLR13944 are only recommended for sites that are using QSIG PRA trunks.
5. PEP MPLR17193 incorporates the fixes from and replaces PEPs MPLR12907, MPLR13010, and MPLR17429

3.2.8 X11 Release R24C PEPs for CallPilot

X11 R25.08 will be released as R24C. These PEPs are for CallPilot support on all M1 systems running X11 R25.08.

Recommended	PEP #	CR #	Description
Note 1	MPLR12704	TM16707	User unknown in CallPilot if TRO activated.
Note 2	MPLR12800	MP08194	CallPilot answering while on hold interrupts active call
	MPLR12801	MP04419	BUG4001, BUG4005, AUD17, AUD18 and AUD19 when CCR call disconnects
Yes	MPLR12907	MP01724	CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR13010.
Yes	MPLR12997	MP09812	CallPilot thru-dial to attendant queue causes BUG4006. This replaces MPLR12167 in R23, and MPLR12169 (R24) X11 PEPs.
Yes	MPLR13010	TM17734	CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13030a6, p13030b6). This PEP is used in conjunction with MPLR12907.
	MPLR13018	MP05808	BUG740 when CallPilot DN is displayed on attendant set.
	MPLR13031	MP09799	Fast transfer into Express Messaging fails due to triple USM transfer message.
	MPLR13076	MP09921	QSIG: Problem with re-route when using CFNR. QSIG is not answered by CallPilot
	MPLR13172	TM14128	CallPilot cannot interact from BRI set.
	MPLR13179	BV81607	QSIG: Original called number not supplied in QFFAC DLI2
	MPLR13210	MP07631	Merge PEPs MPLR12801 and MPLR12693
	MPLR13212	TM16707	Merge PEPs MPLR13084 and MPLR12704
	MPLR13215	MP10757	ISDN TRO: No speechpath after transfer from ATTN to CallPilot. BUG5107 also printed.
	MPLR14909	MP11139	Attendant overflow calls not routed to CallPilot when AODN is CallPilot CDN
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.
	MPLR15463	MP10860	CallPilot thru-dial to Attendant may cause ULBlock corruption
Yes	MPLR15826	MP11541	CallPilot: M1 failed local reserve requested by CallPilot
Yes	MPLR16084	MP14138	No CDR "N" record when a call forwards to CallPilot

Notes:

1. MPLR12704 does not need to be installed if compilation PEP MPLR13212 is applied.
2. MPLR12801 does not need to be installed if compilation PEP MPLR13210 is applied.

3.2.9 X11 Release R25.10 PEPs for CallPilot

The PEPs are for CallPilot support on all M1 systems running X11 R25.10.

Recommended	PEP #	CR #	Description
Note 1	MPLR11751	BV82596	M1 workaround support for MSL-100
Note 2	MPLR12704	TM16707	User unknown in CallPilot if TRO activated.
Note 3	MPLR12800	MP08194	CallPilot answering while on hold interrupts active call
	MPLR12801	MP04419	BUG4001, BUG4005, AUD17, AUD18 and AUD19 when CCR call disconnects
Yes	MPLR12907	MP01724	CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR13010.
Yes	MPLR12997	MP09812	CallPilot thru-dial to attendant queue causes BUG4006. This replaces MPLR12167 in R23, and MPLR12169 (R24) X11 PEPs.
Yes	MPLR13010	TM17734	CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13030a6, p13030b6). This PEP is used in conjunction with MPLR12907.
	MPLR13018	MP05808	BUG740 when CallPilot DN is displayed on attendant set.
	MPLR13031	MP09799	Fast transfer into Express Messaging fails due to triple USM transfer message.
	MPLR13076	MP09921	QSIG: Problem with re-route when using CFNR. QSIG is not answered by CallPilot
	MPLR13172	TM14128	CallPilot cannot interact from BRI set.
	MPLR13179	BV81607	QSIG: Original called number not supplied in QFFAC DLI2
	MPLR13210	MP07631	Merge PEPs MPLR12801 and MPLR12693
	MPLR13212	TM16707	Merge PEPs MPLR13084 and MPLR12704
	MPLR13215	MP10757	ISDN TRO: No speechpath after transfer from ATTN to CallPilot. BUG5107 also printed.
	MPLR14909	MP11139	Attendant overflow calls not routed to CallPilot when AODN is CallPilot CDN
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.
	MPLR15463	MP10860	CallPilot thru-dial to Attendant may cause ULBlock corruption
	MPLR16351	MP17013	For sites integrated with SCCS: Automatic Agent login (ALOG) cannot be invoked
	MPLR16660	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server.

Recommended	PEP #	CR #	Description
	MPLR16897	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts

Notes:

1. MPLR11751 is required in NMS/private network configurations where MSL-100/DMS switches are used as tandem switches or in network configurations where DNs with more than 8 digits are to be supported, e.g., CallPilot messaging supporting Centrex users.
2. MPLR12704 does not need to be installed if compilation PEP MPLR13212 is applied.
3. MPLR12800 does not need to be installed if compilation PEP MPLR13210 is applied.
4. These PEPs are also applicable to R25 beta releases, namely, R25.07v or R25.07w.

3.2.10 X11 Release R25.15 PEPs for CallPilot

These PEPs are for CallPilot support on all M1 systems running X11 R25.15.

Recommended	PEP #	CR #	Description
Note 1	MPLR11751	BV82596	M1 workaround support for MSL-100
Note 2	MPLR12704	TM16707	User unknown in CallPilot if TRO activated.
	MPLR12800	MP08194	CallPilot answering while on hold interrupts active call
	MPLR12801	MP04419	BUG4001, BUG4005, AUD17, AUD18 and AUD19 when CCR call disconnects
Yes	MPLR12907	MP01724	CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR13010.
Yes	MPLR12997	MP09812	CallPilot thru-dial to attendant queue causes BUG4006. This replaces MPLR12167 in R23, and MPLR12169 (R24) X11 PEPs.
Note 3	MPLR12998	MP09859	QSIG: Call to MX dealer-board which is CFNA to Meridian Mail or CallPilot gets wrong greeting
Yes	MPLR13010	TM17734	CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13030a6, p13030b6). This is used in conjunction with MPLR12907.
	MPLR13018	MP05808	BUG740 when CallPilot DN is displayed on attendant set.
	MPLR13031	MP09799	Fast transfer into Express Messaging fails due to triple USM transfer message.
	MPLR13076	MP09921	QSIG: Problem with re-route when using CFNR. QSIG is not answered by CallPilot
	MPLR13172	TM14128	CallPilot cannot interact from BRI set.
	MPLR13179	BV81607	QSIG: Original called number not supplied in QFFAC DLI2
	MPLR13212	TM16707	Merge PEPs MPLR13084 and MPLR12704
	MPLR13215	MP10757	ISDN TRO: No speechpath after transfer from ATTN to CallPilot. BUG5107 also printed.
Note 3	MPLR13942	MP13537	QSIG: Hash sign taken as part of the number / CallPilot
Note 3	MPLR13944	MP11438	QSIG: Calls that FNA/HUNT via QSIG PRA TIE trunks to CallPilot
	MPLR14909	MP11139	Attendant overflow calls not routed to CallPilot when AODN is CallPilot CDN
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.

Recommended	PEP #	CR #	Description
	MPLR15463	MP10860	CallPilot thru-dial to Attendant may cause ULBlock corruption
Yes	MPLR15826	MP11541	CallPilot: M1 failed local reserve requested by CallPilot
Yes	MPLR16084	MP14138	No CDR "N" record when a call forwards to CallPilot
	MPLR16351	MP17013	For sites integrated with SCCS: Automatic Agent login (ALOG) cannot be invoked
	MPLR16660	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server.
	MPLR16867	Q00548995	Incorrect announcement from CallPilot with DPNSS to MCDN gateway
	MPLR16897	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts
Yes	MPLR17074	Q00595929	BUG241 and ATTN cannot release call to CallPilot after MCDN TRO (only happens on Loop keys other than 0)

Notes:

1. MPLR11751 is required in NMS/private network configurations where MSL-100/DMS switches are used as tandem switches or in network configurations where DN's with more than 8 digits are to be supported, e.g., CallPilot messaging supporting Centrex users.
2. MPLR12704 does not need to be installed if compilation PEP MPLR13212 is applied.
3. PEPs MPLR12998, MPLR13942, and MPLR13944 are only recommended for sites that are using QSIG PRA trunks

3.2.11 X11 Release R25.30 PEPs for CallPilot

These PEPs are for CallPilot support on all M1 systems running X11 R25.30.

Recommended	PEP #	CR #	Description
Notes 1 and 3	MPLR11751	BV82596	M1 workaround support for MSL-100
	MPLR12800	MP08194	CallPilot answering while on hold interrupts active call
	MPLR12801	MP04419	BUG4001, BUG4005, AUD17, AUD18 and AUD19 when CCR call disconnects
Yes	MPLR12907	MP01724	CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR13010.
Note 2	MPLR12998	MP09859	QSIG: Call to MX dealer-board which is CFNA to Meridian Mail or CallPilot gets wrong greeting
Yes	MPLR13010	TM17734	CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13030a6, p13030b6). This PEP is used in conjunction with MPLR12907.
	MPLR13172	TM14128	CallPilot cannot interact from BRI set.
	MPLR13215	MP10757	ISDN TRO: No speechpath after transfer from ATTN to CallPilot. BUG5107 also printed.
Note 2	MPLR13942	MP13537	QSIG: Hash sign taken as part of the number / CallPilot
Note 2	MPLR13944	MP11438	QSIG: Calls that FNA/HUNT via QSIG PRA TIE trunks to CallPilot
	MPLR14909	MP11139	Attendant overflow calls not routed to CallPilot when AODN is CallPilot CDN
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.
	MPLR15463	MP10860	CallPilot thru-dial to Attendant may cause ULBlock corruption
Yes	MPLR15647	MP11133	Originally dialed DN not displayed on Attendant console after reverting from CallPilot mailbox
	MPLR15788	MP15257	Hot Line to CallPilot fails with "Your call cannot be completed..." message
Yes	MPLR15826	MP11541	CallPilot: M1 failed local reserve requested by CallPilot
Note 3	MPLR15829	MP10284	CDN passed to CallPilot when call is sent to Phantom DN
	MPLR15848	MP16029	Unable to retrieve parked call using CallPilot thru-dial
Yes	MPLR16084	MP14138	No CDR "N" record when a call forwards to CallPilot
Note 3	MPLR16213	BV82596 MP10284	Merge of MPLR11751 and MPLR15829

Recommended	PEP #	CR #	Description
	MPLR16214	MP17255	DISA call can't NCFW to CallPilot
	MPLR16351	MP17013	For sites integrated with SCCS: Automatic Agent login (ALOG) cannot be invoked
	MPLR16660	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server.
	MPLR16897	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts
	MPLR17006	Q00615655	For sites integrated with SCCS: Give Controlled Broadcast fails if CallPilot IVR TN is within internal loop of Superloop
Yes	MPLR17074	Q00595929	BUG241 and ATTN cannot release call to CallPilot after MCDN TRO (only happens on Loop keys other than 0)

Notes:

1. MPLR11751 is required in NMS/private network configurations where MSL-100/DMS switches are used as tandem switches or in network configurations where DN's with more than 8 digits are to be supported, e.g., CallPilot messaging supporting Centrex users.
2. PEPs MPLR12998, MPLR13942, and MPLR13944 are only recommended for sites that are using QSIG PRA trunks
3. PEPs MPLR11751 and MPLR15829 do not need to be installed if compilation PEP MPLR16213 is applied.

3.2.12 X11 Release R25.40 PEPs for CallPilot

These PEPs are for CallPilot support on all M1 systems running X11 R25.40.

Recommended	PEP #	CR #	Description
Note 1	MPLR12907	MP01724	Obsolete – use MPLR17193 instead. CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR13010.
Note 1	MPLR13010	TM17734	Obsolete – use MPLR17193 instead. CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13010a6, p13010b6). This PEP is used in conjunction with MPLR12907.
Note 4	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.
Yes	MPLR15504	Q00337504 Q00351952 Q00743357 Q00755241 Q00776038 Q00839574	CallPilot on hold by attendant is mishandled, crosstalk occurs. CallPilot answering while on-hold interrupts active call. Attendant lockup after transferring call to phantom DN which DCFW to CallPilot
	MPLR15788	MP15257	Hot Line to CallPilot fails with “Your call cannot be completed...” message
	MPLR15829	MP10284	CDN passed to CallPilot when call is sent to Phantom DN
Yes	MPLR16084	MP14138	No CDR “N” record when a call forwards to CallPilot
	MPLR16214	MP17255	DISA call can’t NCFW to CallPilot
	MPLR16351	MP17013	For sites integrated with SCCS: Automatic Agent login (ALOG) cannot be invoked
	MPLR16660	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server.
	MPLR16867	Q00548995	Incorrect announcement from CallPilot with DPNSS to MCDN gateway
	MPLR16897	Q00543550	For sites integrated with SCCS: Obsolete – Use MPLR17700 instead. Delay in playing voice prompts
Yes	MPLR16944	Q00553156	CallPilot interaction with Call Waiting causes XMI000, AUD017, AUD018, and AUD019
	MPLR17006	Q00615655	For sites integrated with SCCS: Obsolete – Use MPLR18165 instead. Give Controlled Broadcast fails if CallPilot IVR TN is within internal loop of Superloop.
	MPLR17066	Q00496916	M3900-series/i2054 telset softkeys invalid on active call when using Alternate User Interface. PEP disables soft-key display and functionality.

Recommended	PEP #	CR #	Description
Yes, Note 2	MPLR17074	Q00595929	BUG241 and ATTN cannot release call to CallPilot after MCDN TRO (only happens on Loop keys other than 0)
Yes, Note 1	MPLR17193	Q00617481	BUG6071 for ACD agents. Merges fixes from MPLR12907 and MPLR13010.
	MPLR17304	Q00595645 Q00643979	MWI lamp turns off on a 3904 Taurus set for MHO that has unread voice Messages
	MPLR17700	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts for CPI
Yes, Note 2	MPLR17779	Q00386764 Q00595929	Merge PEPs MPLR16528 and MPLR17074
	MPLR18025	Q00573831	User Unknown in CallPilot if MCDN TRO activated
Notes 3 and 4	MPLR18136	Q00636076 Q00661044 Q00743832	Merge of MPLR17274 (part of DEPAK 16001a), MPLR17369, and MPLR18122. (Requires PEP CP202S03R21S)
	MPLR18165	Q00615655	For sites integrated with SCCS: Merge MPLR17006 and MPLR17323
Note 5	MPLR18804	Q00874849	(PI) Switch rejecting CallTransfer message from CallPilot resulting in Call Sender or Transfer failing to external calls. (Replaces MPLR15156). *** No-charge PI PEP for CallPilot sites only.
	MPLR18765	Q00660974 Q00893081	For sites integrated with SCCS: BERR705/INI and ELAN007/ELAN014 errors when SCCS or CallPilot is rebooted.
Note 4	MPLR18842	Q00826558	External callers that go into CallPilot and then thru-dial out to DN that is hard-CFW'd back to CallPilot receive incorrect BUSY prompt from the hard-CFW'd set's Mailbox. (Requires PEP CP202S03R21S)
	MPLR19463	Q01001942	For sites integrated with SCCS: Extra CallOffered messages from SCCS causing phantom calls and could lead to ring-no-answer condition.

Notes:

1. PEP MPLR17193 incorporates the fixes from and replaces PEPs MPLR12907, MPLR13010, and MPLR17429.
2. PEPs MPLR16528 and MPLR17074 do not need to be installed if compilation PEP MPLR17779 is applied.
3. PEP MPLR18136 obsoletes MPLR18122. If MPLR18122 was previously applied, it should be removed prior to installing MPLR18136.
4. PEPs MPLR18136 and MPLR18842 only apply under certain call transfer scenarios and require CallPilot PEP CP202S03R21S also is applied.
 - a. **Important:** Application of switch PEPs MPLR18136/MPLR18842 limits the Original Called DN information to 8-digits maximum. This will impact some call-handling scenarios if >8 digits are used.
5. PEP MPLR18804 obsoletes PEP MPLR15156.

3.2.13 X11 Release R25.40B PEPs for CallPilot

These PEPs are for CallPilot support on all M1 systems running X11 R25.40B.

Recommended	PEP #	CR #	Description
Note 1	MPLR12907	MP01724	Obsolete – use MPLR17193 instead. CallPilot Ring-No-Answer ACD audit recovery workaround. This PEP is used in conjunction with MPLR13010.
Note 1	MPLR13010	TM17734	Obsolete – use MPLR17193 instead. CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13010a6, p13010b6). This PEP is used in conjunction with MPLR12907.
	MPLR15156	MP10913	(PI) Revert from CallPilot to 1800 number fails if 1800 number is serviced by AT&T Central Office (via direct or tandem switch) and no answer supervision is provided. AT&T is non-compliant to ISDN specification.
Yes	MPLR15504	Q00337504 Q00351952 Q00743357 Q00755241 Q00776038 Q00839574	CallPilot on hold by attendant is mishandled, crosstalk occurs. CallPilot answering while on-hold interrupts active call. Attendant lockup after transferring call to phantom DN which DCFW to CallPilot
	MPLR15788	MP15257	Hot Line to CallPilot fails with “Your call cannot be completed...” message
	MPLR16214	MP17255	DISA call can’t NCFW to CallPilot
	MPLR16351	MP17013	For sites integrated with SCCS: Automatic Agent login (ALOG) cannot be invoked
	MPLR16660	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server.
	MPLR16867	Q00548995	Incorrect announcement from CallPilot with DPNSS to MCDN gateway
	MPLR16897	Q00543550	For sites integrated with SCCS: Obsolete – Use MPLR17700 instead. Delay in playing voice prompts
Yes	MPLR16944	Q00553156	CallPilot interaction with Call Waiting causes XMI000, AUD017, AUD018, and AUD019
	MPLR16968	Q00550207	Restricted PI PEP (contact GNTS to obtain) Originally dialed digits not sent to messaging systems for calls routed through SCCS acquired CDNs
	MPLR17006	Q00615655	For sites integrated with SCCS: Obsolete – Use MPLR18165 instead. Give Controlled Broadcast fails if CallPilot IVR TN is within internal loop of Superloop.
	MPLR17066	Q00496916	M3900-series/i2054 telset softkeys invalid on active call when using Alternate User Interface. PEP disables soft-key display and functionality.

Recommended	PEP #	CR #	Description
Yes	MPLR17074	Q00595929	BUG241 and ATTN cannot release call to CallPilot after MCDN TRO (only happens on Loop keys other than 0)
Yes, Note 1	MPLR17193	Q00617481	BUG6071 for ACD agents. Merges fixes from MPLR12907 and MPLR13010.
	MPLR17304	Q00595645 Q00643979	MWI lamp turns off on a 3904 Taurus set for MHO that has unread voice Messages
	MPLR17577	Q00703786	Wrong DN passed to CallPilot when SCCS command "ROUTE TO" directs call to DN that is Hunt/CFW back to CallPilot
	MPLR17606	Q00711098	SCCS call is routed to set on PBX which then FNA/HUNT/CFW to CallPilot, incorrect "Originally Dialed DN" is sent CallPilot in ICC message
	MPLR17700	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts for CPI
Yes, Note 2	MPLR17779	Q00386764 Q00595929	Merge PEPs MPLR16528 and MPLR17074
	MPLR18025	Q00573831	User Unknown in CallPilot if MCDN TRO activated
Notes 3, 4 and 5	MPLR18136	Q00636076 Q00661044 Q00743832	Merge of MPLR17274 (part of DEPAK 16001a), MPLR17369, and MPLR18122. (Requires PEP CP202S03R21S)
	MPLR18165	Q00615655	For sites integrated with SCCS: Merge MPLR17006 and MPLR17323
	MPLR18765	Q00660974 Q00893081	For sites integrated with SCCS: BERR705/INI and ELAN007/ELAN014 errors when SCCS or CallPilot is rebooted.
Note 6	MPLR18804	Q00874849	(PI) Switch rejecting CallTransfer message from CallPilot resulting in Call Sender or Transfer failing to external calls. (Replaces MPLR15156). *** No-charge PI PEP for CallPilot sites only.
Note 5	MPLR18842	Q00826558	External callers that go into CallPilot and then thru-dial out to DN that is hard-CFW'd back to CallPilot receive incorrect BUSY prompt from the hard-CFW'd set's Mailbox. (Requires PEP CP202S03R21S)
	MPLR19463	Q01001942	For sites integrated with SCCS: Extra CallOffered messages from SCCS causing phantom calls and could lead to ring-no-answer condition.

Notes:

1. PEP MPLR17193 incorporates the fixes from and replaces PEPs MPLR12907, MPLR13010, and MPLR17429.
2. PEPs MPLR16528 and MPLR17074 do not need to be installed if compilation PEP MPLR17779 is applied.
3. PEP MPLR18136 obsoletes MPLR18122. If MPLR18122 was applied, it should be removed prior to installing MPLR18136.

4. PEP MPLR18136 conflicts with MPLR17274 contained within DepList Pack 10 (MPLR16001a). If DepList Pack 10 is installed, a manual workaround is required to install PEP MPLR18136. Refer to MPLR16001 "Notes" for details.
5. PEPs MPLR18136 and MPLR18842 only apply under certain call transfer scenarios and require CallPilot PEP CP202S03R21S also is applied.
 - a. **Important:** Application of switch PEPs MPLR18136/MPLR18842 limits the Original Called DN information to 8-digits maximum. This will impact some call-handling scenarios if >8 digits are used.
6. PEP MPLR18804 obsoletes PEP MPLR15156.

3.3 X11 Release PEP Cross-Reference Table

These PEPs are for CallPilot support on all M1 systems running X11 R23.55 and higher. Please refer to the preceding sections for additional detailed information and notes regarding each PEP.

Note: PEPs with highlighted PEP numbers are those recommended be applied to all systems.

PEP	Notes	23.55	24.09	24.24	24.25	25.08	25.10	25.15	25.30	25.40	25.40B
MPLR11402		X									
MPLR11751	1, 11	X		X	X		X	X	X		
MPLR11907		X	X								
MPLR11908	2	X	X								
MPLR11973		X	X								
MPLR12167	3	X									
MPLR12370				X	X						
MPLR12410		X	X	X	X						
MPLR12411		X	X	X	X						
MPLR12619	3		X	X	X						
MPLR12626		X	X	X	X						
MPLR12629	3	X	X	X	X						
MPLR12704	4, 9	X	X	X	X	X	X	X			
MPLR12714	5	X	X	X	X						
MPLR12769		X	X	X	X						
MPLR12782	2	X	X								
MPLR12800	6	X	X	X	X	X	X	X	X		
MPLR12801	7	X	X	X	X	X	X	X	X		
MPLR12907		X		X	X	X	X	X	X	X	X
MPLR12997	15					X	X	X			
MPLR12998	10				X			X	X		
MPLR13010	15	X	X	X	X	X	X	X	X	X	X
MPLR13018		X	X	X	X	X	X	X			
MPLR13031	8	X	X	X	X	X	X	X			
MPLR13076				X	X	X	X	X			
MPLR13172		X	X	X	X	X	X	X	X		
MPLR13179		X	X	X	X	X	X	X			
MPLR13210	7					X	X				
MPLR13212	4, 9					X	X	X			
MPLR13215		X	X	X	X	X	X	X	X		
MPLR13432	5	X									
MPLR13433	8	X									
MPLR13434	6	X									
MPLR13942	10							X	X		
MPLR13944	10							X	X		
MPLR14909			X	X	X	X	X	X	X		

PEP	Notes	23.55	24.09	24.24	24.25	25.08	25.10	25.15	25.30	25.40	25.40B
→ MPLR15156	18	X	X	X	X	X	X	X	X	X	X
MPLR15463						X	X	X	X		
MPLR15504										X	X
MPLR15647									X		
MPLR15784	9							X			
MPLR15788									X	X	X
MPLR15826					X	X		X	X		
→ MPLR15829	11								X	X	
MPLR15848									X		
MPLR16084						X		X	X	X	
MPLR16213	11								X		
MPLR16214									X	X	X
→ MPLR16351	12			X	X		X	X	X	X	X
→ MPLR16660	12						X	X	X	X	X
MPLR16795	12			X	X						
MPLR16867					X			X		X	X
→ MPLR16897	12			X	X		X	X	X	X	X
MPLR16944										X	X
MPLR16968	14										X
→ MPLR17006	12								X	X	X
MPLR17066	13									X	X
MPLR17074	16							X	X	X	X
MPLR17193	15				X					X	X
MPLR17304										X	X
MPLR17577											X
MPLR17606											X
MPLR17700										X	X
MPLR17779	16									X	X
MPLR18025										X	X
MPLR18136	17									X	X
MPLR18165										X	X
MPLR18765										X	X
MPLR18804	18									X	X
MPLR18842	17									X	X
MPLR19463										X	X

Notes:

- 1. MPLR11751 is required in NMS/private network configurations where MSL-100/DMS switches are used as tandem switches or in network configurations where DNs with more than 8 digits are to be supported, e.g., CallPilot messaging supporting Centrex users. (N)
2. MPLR11908 and MPLR12782 are only required for networks using Virtual Network Service (VNS).

3. The R23.55 PEP MPLR12167 that was required to address Thru-dial problems has been replaced by MPLR12619 on R24.24/25. For R24 systems, MPLR12629 may be ineffective without MPLR12619. Both PEPs should be installed.
4. MPLR12704 does not need to be installed if compilation PEP MPLR13212 is applied.
5. MPLR12714 does not need to be installed if compilation PEP MPLR13432 is applied.
6. MPLR12800 does not need to be installed if compilation PEP MPLR13434 is applied.
7. MPLR12801 does not need to be installed if compilation PEP MPLR13210 is applied.
8. MPLR13031 does not need to be installed if compilation PEP MPLR13433 is applied.
9. MPLR12704 and MPLR13212 do not need to be installed if compilation PEP MPLR15784 is applied.
10. PEPs MPLR12998, MPLR13942, and MPLR13944 are only recommended for sites that are using QSIG PRA trunks.
- 11. PEPs MPLR11751 and MPLR15829 do not need to be installed if compilation PEP MPLR16213 is applied. ✓
- 12. Recommended for all sites integrated with SCCS 4.2 (N)
13. This PEP implements a global change and disables M3900-series/i2054 telset soft-keys. These soft-keys are invalid for sites using the Alternate User Interface (AUI) when using these telsets. If the PEP is not applied, users should either disregard the soft-keys when utilizing either of the two CallPilot AUIs, or use DTMF commands, or interact with CallPilot using the CallPilot standard TUI.
14. Restricted PEP. Contact GNTS to obtain.
15. PEP MPLR17193 incorporates the fixes from and replaces PEPs MPLR12907, MPLR13010, and MPLR17429.
16. PEPs MPLR16528 and MPLR17074 do not need to be installed if compilation PEP MPLR17779 is applied.
17. PEPs MPLR18136 and MPLR18842 only apply under certain call transfer scenarios and require CallPilot PEP CP202S03R21S also is applied.
- 18. PEP MPLR18804 obsoletes PEP MPLR15156. (N)

↓
ZF.403

4 Communication Server 1000 Switch Requirements

Communication Server 1000/1000M (a.k.a. CS 1000/1000M, formerly Succession 1000/1000M) is a communications system that provides a single solution for telephony and data capabilities. Communication Server 1000/1000M provides a full suite of industry-leading voice features and uses global software. The software stream used on a Communication Server 1000 is X21, which delivers new software with equivalent features and functionality to Meridian 1 X11 25.30 and later. This software stream provides the same seamless integration between CallPilot and Communication Server 1000/1000M as between CallPilot and Meridian 1.

4.1 CallPilot Platforms supported with Communication Server 1000/1000M

- 201i IPE
- 702t and 703t Tower
- 1001rp and 1002rp Rackmount

Please refer to NTP 555-7101-510 *CallPilot Installation and Configuration Guide – Part 3 – Succession 1000 and CallPilot Server Configuration*, for further details on Communication Server 1000 and the installation and configuration of CallPilot with this switch.

4.2 Software Releases Supported

- X21 release 1.1, 2.0, 3.0, and 4.0
- CallPilot 2.02 with the CallPilot Integration/Connectivity Code: NTZE39JB

4.2.1 X21 Packages Required for CallPilot

Pkg #	Description
41	ACDB (ACD Package B)
46	MWC (Message Waiting Center)
214	EAR (Enhanced ACD Routing)
215	ECT (Enhanced Call Treatment)
218	IVR (Hold in Queue for IVR)
247	Call ID
324	NGEN (CallPilot Connectivity) *** See next table
364	NMCE (CallPilot)
254	PHTN (Phantom TN)

Package 324 requirements	
Pkg #	Description
77	CSL (Command Status Link)
153	X25AP (Application Module Link – AML)
164	LAPW (Limited Access to Overlays)
242	MULI (Multi-User Login)
243	Alarm Filtering
296	MAT (Meridian Administration Tool)

The above software packages are all included in the Communication Server 1000 *Basic Software Service* package. However, if you also need the CallPilot Network Message Service (NMS) feature, you need to order either the *Advanced Software Service* package or the *Premium Software Service* package. For additional info on ordering and engineering a CallPilot see Sales and Marketing bulletin, SM-2003-0246-NA, *CallPilot 2.02 Models & Ordering Procedures*.

4.2.2 X21 PEPs to support CallPilot

It is highly recommended that the associated PEP table for each X21 release be reviewed for supplemental PEPs that may be applicable. The "Recommended" column denotes "Yes" if the PEP should be applied to all systems, or "Note x" if the PEP should be applied given special circumstances such as feature dependencies exist. For all other PEPs, the description should be used to identify whether or not the PEP should be applied. If the condition or scenario exists, the PEP identified should be applied.

4.2.3 X21 Release R1.01 PEPs for CallPilot

These PEPs are for CallPilot support on all CS 1000/1000M systems running X21 R01.01.

Recommended	PEP #	CR #	Description
Yes	MPLR13010	TM17734	CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13010a6, p13010b6).
	MPLR15752	MP14877	BUG740 printed on maintenance TTY
	MPLR15788	MP15257	Hot Line to CallPilot fails with "Your call cannot be completed..." message
	MPLR15829	MP10284	CDN passed to CallPilot when call is sent to Phantom DN
Yes	MPLR16084	MP14138	No CDR "N" record when a call forwards to CallPilot
	MPLR16214	MP17255	DISA call can't NCFW to CallPilot
	MPLR16351	MP17013	For sites integrated with SCCS: Automatic Agent login (ALOG) cannot be invoked
	MPLR16660	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server.
	MPLR16897	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts

4.2.4 X21 Release R2.0 PEPs for CallPilot

These PEPs are for CallPilot support on all CS 1000 systems running X21 R02.02.

Recommended	PEP #	CR #	Description
Yes, Note 3	MPLR13010	TM17734	Obsolete – Use MPLR17193 instead. CallPilot ring-no-answer (agent not idle) generic solution (includes parts p13010a6, p13010b6).
	MPLR15788	MP15257	Hot Line to CallPilot fails with “Your call cannot be completed...” message
	MPLR16660	Q00460124	For sites integrated with SCCS: CallPilot 2.02 not passing call control back to SCCS 4.2 server.
	MPLR16897	Q00543550	For sites integrated with SCCS: Obsolete – Use MPLR17700 instead. Delay in playing voice prompts
Yes	MPLR16944	Q00553156	CallPilot interaction with Call Waiting causes XMI000, AUD017, AUD018, and AUD019
Yes, Note 3	MPLR17193	Q00617481	BUG6071 for ACD agents. Merges fixes from MPLR12907 and MPLR13010.
Yes	MPLR17074	Q00595929	BUG241 and ATTN cannot release call to CallPilot after MCDN TRO (only on Loop keys other than 0)
	MPLR17090	Q00528380	For sites integrated with SCCS: Using Give Controlled Broadcast, caller hears silence on Communication Server 1000 systems
	MPLR17700	Q00543550	For sites integrated with SCCS: Delay in playing voice prompts for CPI
Yes, Note 1	MPLR17779	Q00386764	Merge PEPs MPLR16528 and MPLR17074
	MPLR18025	Q00573831	User Unknown in CallPilot if MCDN TRO activated
Note 2	MPLR18136	Q00636076 Q00661044 Q00743832	Merge of MPLR17274 (part of DEPAK 16001a), MPLR17369, and MPLR18122. (Requires PEP CP202S03R21S)
Note 2	MPLR18842	Q00826558	External callers that go into CallPilot and then thru-dial out to DN that is hard-CFW'd back to CallPilot receive incorrect BUSY prompt from the hard-CFW'd set's Mailbox. (Requires PEP CP202S03R21S)

Notes:

1. PEPs MPLR16528 and MPLR17074 do not need to be installed if compilation PEP MPLR17779 is applied.
2. PEPs MPLR18136 and MPLR18842 only apply under certain call transfer scenarios and require CallPilot PEP CP202S03R21S also is applied.
 - a. **Important:** Application of switch PEPs MPLR18136/MPLR18842 limits the Original Called DN information CallPilot receives to 8-digits maximum. This will impact some call handling scenarios if >8 digits are used.
3. PEP MPLR17193 incorporates the fixes from and replaces PEPs MPLR12907, MPLR13010, and MPLR17429.

4.2.5 X21 Release R3.0 PEPs for CallPilot

These PEPs are for CallPilot support on all CS 1000 systems running X21 R03.00.

Recommended	PEP #	CR #	Description
	MPLR17933	Q00716984	(PI) Tandem call failure on hunt to CDP entry with TRO-BA
	MPLR18025	Q00573831	User Unknown in CallPilot if MCDN TRO activated
Note 1	MPLR18136	Q00636076 Q00661044 Q00743832	Merge of MPLR17274 (part of DEPAK 16001a), MPLR17369, and MPLR18122. (Requires PEP CP202S03R21S)
	MPLR18765	Q00660974 Q00893081	For sites integrated with SCCS: BERR705/INI and ELAN007/ELAN014 errors when SCCS or CallPilot is rebooted.
	MPLR18804	Q00874849	(PI) Switch rejecting CallTransfer message from CallPilot resulting in Call Sender or Transfer failing to external calls. (Replaces MPLR15156). *** No-charge PI PEP for CallPilot sites only.
Note 1	MPLR18842	Q00826558	External callers that go into CallPilot and then thru-dial out to DN that is hard-CFW'd back to CallPilot receive incorrect BUSY prompt from the hard-CFW'd set's Mailbox. (Requires PEP CP202S03R21S)
	MPLR19463	Q01001942	For sites integrated with SCCS: Extra CallOffered messages from SCCS causing phantom calls and could lead to ring-no-answer condition.

Note:

1. PEPs MPLR18136 and MPLR18842 only apply under certain call transfer scenarios and require CallPilot PEP CP202S03R21S also is applied.
 - a. **Important:** Application of switch PEPs MPLR18136/MPLR18842 limits the Original Called DN information CallPilot receives to 8-digits maximum. This will impact some call handling scenarios if >8 digits are used.

4.2.6 X21 Release R4.0 PEPs for CallPilot

These PEPs are for CallPilot support on all CS 1000 systems running X21 R04.00.

Recommended	PEP #	CR #	Description
Note 1	MPLR18122	Q00743832	Improper greeting received for calls that terminate to CallPilot and then thru-dial to set that is CFW'd back to CallPilot. (Requires PEP CP202S03R21S)
	MPLR18804	Q00874849	(PI) Switch rejecting CallTransfer message from CallPilot resulting in Call Sender or Transfer failing to external calls. (Replaces MPLR15156). *** No-charge PI PEP for CallPilot sites only.
Note 2	MPLR18842	Q00826558	External callers that go into CallPilot and then thru-dial out to DN that is hard-CFW'd back to CallPilot receive incorrect BUSY prompt from the hard-CFW'd set's Mailbox. (Requires PEP CP202S03R21S)

Notes:

1. PEP MPLR18122 only applies under certain call scenarios.
2. PEPs MPLR18122 and MPLR18842 only apply under certain call-transfer scenarios and require CallPilot PEP CP202S03R21S also is applied.
 - a. **Important:** Application of PEP MPLR18842 limits the Original Called DN information CallPilot receives to 8-digits maximum. This will impact some call handling scenarios if >8 digits are used.

5 Upgrades

5.1 Introduction

Upgrades to CallPilot 2.02 are supported from release 1.07/SU-3 and later or from CallPilot 2.0 (2.01.26.05) only. CallPilot servers on releases 1.05 or 1.06 must first upgrade to 1.07/SU-3 or later and be booted to full operational service (with languages installed) prior to upgrading to 2.02. General Release Bulletin GR-134, section 5 provides essential and comprehensive information for upgrading a CallPilot 1.05, 1.06, 1.07.06A/B, 1.07.07B or 1.07.08 system to 1.07.09. It is organized in seven sub-sections:

- Upgrading CallPilot from 1.05.11, 1.06.07E/G/H, 1.07.06A/B or 1.07.07B or 1.07.08 to 1.07.09
- Known upgrade problems
- Upgrading the Administration Client to 1.07.09
- Upgrading the CallPilot server to 1.07.09 software
- Installing the 1.07.09 PEPs
- Installing the flash repair utility
- Recovering Custom Commands

Please refer to the 1.07 documentation NTPs (listed below) and GRB-134 for upgrading to that release.

To upgrade the CallPilot server software to 1.07, follow:

- For 200i (IPE) systems: NTP 555-7101-214 *Part 5: 200i Server Maintenance and Diagnostics* (P0912732), Chapter 7 (Upgrading CallPilot server software).
- For 201i (IPE) systems: NTP 555-7101-119 *Part 5: 201i Server Maintenance and Diagnostics* (P0949451), Chapter 7 (Upgrading CallPilot server software).
- For 702t (Tower) systems: NTP 555-7101-216 *Part 5: 702t Server Maintenance and Diagnostics* (P0912733), Chapter 9 (Upgrading CallPilot server software).
- For 1001rp (Rack) systems: NTP 555-7101-218 *Part 5: 1001rp Server Maintenance and Diagnostics* (P0912734), Chapter 9 (Upgrading CallPilot server software).

5.2 Upgrading CallPilot to 2.02

Carefully follow the upgrade procedures (including the Pre-upgrade checklist) in the CallPilot Upgrade Guide (P0606149) and any available Release Notes documents. Then review the known upgrade problems in Section 5.3 of this document before proceeding.

Note: Apply any critical PEPs to the existing system prior to performing a full-system backup. For example, CallPilot 2.0 (2.01.26.05) should have PEPs CP20126G086S, CP20126G088C, and PEP CP20126G092S installed to address known backup/restore issues. Applying these PEPs ensures the 2.0 backup will be more reliable should a restore be necessary.

Note: Obtain the latest pre-check utilities from the Enterprise Solutions PEP Library (ESPL) or from the CallPilot SU03 PEP CD-ROM in the "Utilities" folder. Refer to section-8 Supplemental Tools for additional information.

Note: Be sure you have the full set of CDs. The table below identifies the CDs contained in the CallPilot 2.02 Software packages.

PEC code	Label	Version	Date	Notes
NTUB43AE	2.02 Service Update / PEP CD	2.01.27.05	26-Aug-04	
NTUB41CA	Desktop Messaging Client software CD	2.50.06.17	23-Nov-04	3
NTUB40AE	2.02 Server Software CD	2.01.27.05	03-Mar-03	
NTUB44AE	2.025 Language Prompts CD – Americas (CD 1 of 3)	2.01.27.06	04-Nov-03	2
NTUB44BE	2.025 Language Prompts CD – EMEA (CD 2 of 3)	2.01.23.13	06-Aug-04	2
NTUB44CE	2.025 Language Prompts CD – Asia/Pac (CD 3 of 3)	2.01.23.13	06-Aug-04	2
NTUB47AE	2.02 OS Recovery CD (bootable, WinNT)	2.01.27.05K		1
NTUB49AB	2.02 OS Recovery (for Upgrades only)	2.01.27.05K	05-Jun-03	1
NTUB47BG	2.02 OS Upgrade CD (bootable, no WinNT)	2.01.27.05K	05-Jun-03	1
NTRG19AI	2.02 Documentation CD-ROM Package		July 2004	
NTUB48AB	2.02 "My CallPilot" software and updates CD	2.01.27.09	28-Mar-03	
NTUB48AC	2.5 "My CallPilot" software and updates CD (English only)	2.50.06.22	01-Jul-04	

Notes:

- Which CD is shipped, either NTUB47AE/NTUB49AB or NTUB47BG depends on which package was ordered.
 - New system orders receive NTUB47AE – OS Recovery CD (which includes WinNT)
 - New system orders for any platform type include software package NTUB22AF – CallPilot 2.02 Base Server Software Package
 - Upgrade orders (NTZE31AD, NTZE32AD, and NTZE33AD) receive NTUB47BG – OS Upgrade CD (no Windows NT) and NTUB49AG (for Upgrade recovery purposes only).
- Updated language CDs will be made available periodically as language localization completes. Refer to the Language Availability table for details. Language CDs are interchangeable for use with all 2.x servers.
- Desktop Messaging software CD version 2.50.06.17 contains support for localized languages

(refer to Localized Media table for details.

Documents you will need:

- P0606149 : CallPilot 2.02 Upgrade Guide
- CallPilot 2.02 Release Notes
- NTRG06AD : CallPilot 2.02 200i Installation & Configuration Guide Package
- NTRG01AE : CallPilot 2.02 201i Installation & Configuration Guide Package
- NTRG03AE: CallPilot 2.02 702t Installation & Configuration Guide Package
- NTRG03BB : CallPilot 2.02 703t Installation & Configuration Guide Package
- NTRG04AG : CallPilot 2.02 1001rp Installation & Configuration Guide Package
- NTRG05AG : CallPilot 2.02 1002rp Installation & Configuration Guide Package

All platform-specific documents referenced are Parts (chapters) in the Installation and Configuration binders.

5.3 Known upgrade problems and workarounds

5.3.1 OS Installation/Upgrades, known problems:

5.3.1.1 On 200i / 201i IPE platforms using CD-ROM drive, cannot read all media before upgrading SCSI driver.

Workaround: If the 20xi_SCSIup.EXE driver update has not been applied, to ensure CD-ROM read errors do not occur during the upgrade to CallPilot 2.02, do not use the following SCSI cables: NTRH1408, NTRH1409, or NTRH1410. Use only a direct connection from the 200i or 201i faceplate to the CD-ROM using either a NTAK1305 (Meridian Mail SCSI cable) or NTRH3502 (CallPilot SCSI cable). Ensure termination is in the "ON" position on the CD-ROM drive and no other SCSI peripherals are connected to the chain.

Note: This may require the SCSI gender changer (A0769307) or equivalent 50-pin Female to 50-pin Mail Centronics High Density adapter be used. It is also recommended the 20xi_SCSIup.EXE driver update PEP be applied prior to upgrading the server.

This configuration only applies to the NTRH14AA (200i) or NTRH30AA (201i) platforms that have not had the SCSI driver updated.

5.3.1.2 NT Option Pack Install problems

The install of the Windows NT 4 Option Pack can be quite slow. Sometimes it seems that it hangs near the end of the install. The Button Pusher program is waiting for the window to say that the install is complete, but it times out with an error message saying that it could not find the window saying "Thank you for choosing Microsoft software".

Workaround: Press "Cancel" in the Button Pusher error window. Wait for the NT Option Pack install to complete. Click Finish in the window that says "Thank you for choosing Microsoft software", then say NO to the question "Do you wish to reboot now?". The system should reboot anyway soon after that. If not, reboot the server and the remainder of the OS install/upgrade process should continue automatically.

If the Option Pack install has failed, but you have continued with the remainder of the OS upgrade, it is possible to install Option Pack later -- this avoids having to reinstall everything from scratch. However several additional steps must be carefully carried out since the Option Pack is now being installed in a different order with respect to other parts of the OS upgrade.

The steps to fix the problem after OS upgrade is complete are as follows:

1. From the CallPilot 2 OS Recovery CD, run Z:\Utils\optpak.bat. This reruns the Option Pack installer and the button pusher. Follow the instructions under "Workaround" above, if necessary.
2. Without rebooting, reinstall SP6a from a command prompt by running Z:\Utils\SP6a.bat
Do NOT reboot the server. It will occur automatically.
3. Multiple hotfixes will have to be reinstalled, each requiring a reboot. These are found under Z:\HotFixes on the OS Upgrade and OS Recovery CD. For a complete list, refer to the "FixInfo.txt" file. Install each of the following hotfixes:
4. You may want to run the HotFix checker as described in a later section to ensure that all the hotfixes have been properly installed. If the HotFix Checker indicates "Patch Not Found", then find the specified hotfix under Z:\HotFixes and install it.

5.3.1.3 HotFix Checker

Microsoft has released a tool called "hfnetchk" to check a system to ensure that all relevant security hotfixes are present. A version of this tool is provided on the OS Upgrade CD. The tool makes use of an XML file from Microsoft called "mssecure.xml" telling it which hotfixes are available, when they are needed and how to check for them. A recent version of this file is provided on the OS Upgrade CD for use in determining which CallPilot-approved hotfixes are installed.

Workaround: To run the checker directly off the CD using the provided XML file, open a command prompt and type the following:

Z:\FixCheck.bat

Watch for "Patch Not Found" errors, which indicates hotfixes that are needed but are missing.

Note: hfnetchk may give an error if the CallPilot server is still booting up. Try again later.

Note: Microsoft has replaced "hfnetchk" with "MBSAcli", a new tool which offers enhanced checking for various OS components. If Security PEP CP202SEC001S is installed, the new "MBSAcli" utility is included and must be used. From a command prompt window, use command "mbsacli /hf" to check installed hotfixes. Refer to Product Bulletin P-2003-0277-Global (revision 4), Appendix-C for complete details.

5.3.1.4 pcAnywhere 10.5: can't send Control-Alt-Delete, screen hangs, can't transfer files

Workaround: Uninstall pcAnywhere 10.5 and reinstall from OS Upgrade CD using Z:\PCAW10\pcawcp2.exe.

5.3.1.5 **1.07 to 2.02 pre-check fails on 201i IPE if Volume Serial Number is 0417-BD64 on C: drive**

On a small percentage of 201i IPE servers, the Volume Serial Number is 0417-BD64 which signifies certain OS/drive configurations. These configurations require modification prior to the system being upgraded.

Workaround: To check for this condition, from a DOS window, type "**dir c: /p**" (without the quotes). If the volume serial number is "0417-BD64" contact GNTS to obtain two batch files (chgperm.bat and chgsid.bat) and run them on the system just prior to running Z:\setup on the 2.0 OS Upgrade CD.

5.3.2 **Server**

The following problems may be encountered during server upgrades from release 1.07.09 to 2.02 (2.01.27)

5.3.2.1 **Language installation fails when installing on a 1002rp system**

One of the RAID cards used on some CallPilot Tower or Rackmount servers has a firmware bug that can result in data corruption on disk under certain rare circumstances. This problem usually manifests itself as an error when installing prompt files during the configuration step of a CallPilot software installation or upgrade.

Workaround:

How to identify the AMI MegaRAID card: Note that IPE-mounted CallPilot servers (200i and 201i) never have RAID and therefore are not subject to this problem. CallPilot 702t, 1001rp and 1002rp systems shipped during year 2002 may be affected. Older systems used a different brand of RAID card (Mylex), which is a full-length add-in card and is not affected. The AMI MegaRAID Elite 1600 card is a half-length add-in card with two SCSI channels. During the BIOS messages during CallPilot server bootup, the card will display messages with the word "MegaRAID". The firmware version will also be displayed. Firmware identified as version FW F161 may or may not have the problem. Earlier versions do have the problem. Firmware versions C170 or later should not have the problem. The type of RAID card can also be determined without rebooting within Windows NT using Control Panel – SCSI Adapters. Look for the word MegaRAID.

How to update the Firmware:

LSI Logic (who now own AMI, the maker of the card) has provided a preliminary firmware load that fixes the problem. This firmware load identifies itself as F161. At the time of writing, a final, officially released firmware load with the fix is not yet available. The preliminary firmware load can be installed using the following steps:

1. Contact GNTS for the files 471GEN.rom (dated Mar 8, 2002) and Mflash.exe (dated March 6, 2001) and copy them to a floppy disk.

2. Boot the CallPilot server from the CallPilot 2 OS Recovery CD (or OS Upgrade CD). This requires entering BIOS setup by pressing F2 during bootup (DEL on 1002rp) and changing the boot priority order so that CD-ROM is ahead of Hard Disk. On a 1001rp system, you will not be able to boot from the CD. For 1001rp systems, find another PC that can boot from the OS Upgrade CD and select menu item 5 to create a bootable floppy. Take this floppy to the 1001rp system and boot from it with the OS Upgrade CD in the CD-ROM drive.
3. From the MS-DOS 6.2 Startup Menu, select option 7 (Other Utilities).
4. When you get the "Other Utilities" menu "[1,2,3]", press <Control-C>. Then type Y to the prompt "Terminate batch job?". You will get a command prompt.
5. Insert the floppy you made in step #1 above.
6. Type B: to switch the current directory to the floppy.
Run mflash.exe. Follow the instructions on the screen. Be sure the firmware is being read from the floppy disk. Do not reboot or power down until the message "Flash Programming Done" is displayed, then reboot. The firmware version should be displayed as F161. Also, if the system had been set to boot from CD in step #2, use the BIOS setup screen to change the boot priority order back so that Hard Disk is ahead of CD-ROM.

5.3.2.2 ASP error message in CallPilot Manager caused by incomplete time zone configuration:

When updating user properties or network location properties, incomplete time zone configuration may cause ASP error in CallPilot Manager and the update fails. There is a known workaround.

Workaround: Run Config Wizard from CallPilot Manager to reselect time zone and apply the change. System must be rebooted for the change to take effect. If it did not correct the problem, run Date/Time Properties from Windows Control Panel to reselect time zone and apply the change. System must be rebooted for the change to take effect.

5.3.2.3 Unable to log into CallPilot Manager and run Configuration Wizard after upgrading server and rebooting system

Intermittently unable to log into CallPilot Manager using default password "124578" and launch Configuration Wizard after performing an upgrade and rebooting. Refer to CR # Q00673372.

Workaround: If unable to log into CallPilot Manager and launch Configuration Wizard it may be that essential CallPilot services have not started yet. Using Control Panel → Services ensure the following services are set to Automatic startup mode and reboot the server.

- Adaptive Server Anywhere - %ComputerName%_SQLANY
- CallPilot AOS Service
- CallPilot HAL Monitor

- CallPilot LDAP Service
- CallPilot Multimedia Cache
- CallPilot Multimedia Volume 1
- CallPilot Multimedia Volume 102 (TRP only)
- CallPilot Multimedia Volume 103 (TRP only)
- CallPilot Service Daemon
- CallPilot Service Manager
- CTMS Server
- EvtRtr
- FTP Publishing Service
- IIS Admin Service
- Remote Access Service
- World Wide Web Publishing Service

Note: If all services are started and still unable to log into CallPilot Manager using the default password, refer to the Known Problems/Workarounds section for CallPilot Manager for the Support Tool procedure for resetting the password to default.

5.3.2.4 Unable to log into CallPilot Manager and run Configuration Wizard after upgrading server if server search base was modified in 1.07

After upgrading and rebooting the server to full service, unable to log into CallPilot Manager using default password "124578" if server search base had been modified on 1.07. This is common if CallPilot Web Messaging is deployed. Refer to CR # Q00675501.

Workaround: If unable to log into CallPilot Manager and all required services have started, (see above) use the LDAPRegKey utility to synchronize the server LDAP search base with the CallPilot database. The utility is available from the Enterprise Solutions PEP Library (ESPL) as PEP ID "LDAPRegKey" or from the SU03 PEP CD-ROM in the "Utilities" folder.

5.3.2.5 Incorrect CTMedia version causes CallPilot to not process calls

After upgrading CallPilot server from 1.07 to 2.02, critical services (Access protocol emulator service and BCR service) fail to start causing CallPilot to not process any calls. A series of event "7024" appear in system log as well as "60911" event codes in application log. The MAS trace window will also display "Failed to create BCR session". Refer to CR # Q00705930.

This problem may occur on CallPilot servers that were upgraded from 1.05 or 1.06 to 1.07 and then up to 2.02. It is due to an incompatibility between the BCR service and an older version of CTMedia software that may have been leftover from the previous 1.05/6 releases. Normally, the older version of software is removed when upgrading to 2.02 but if it is not removed, the workaround below must be manually performed to correct the problem.

Workaround: To update CallPilot to reference the proper version of CTMedia, perform the following procedure:

1. Stop all CallPilot services using CPSUTIL
2. Delete folder "NTClient" from D:\CTServer
3. Delete path (i.e. D:\CTServer\NTClient\bin\release *and* D:\CTServer\NTClient\bin\debug) from environment variable list. To access the environment variables list
 - a. Right click on My Computer → Properties → Click "Environment"
 - b. Under "System Variables" highlight "PATH"
 - c. Bottom of the screen under "Value" delete data as described in item # 3
4. Reboot CallPilot Server

5.3.2.6 1001rp Video Card may not provide necessary technology to support proper color requirement in CallPilot 2.02/2.5

An older version of the Diamond Stealth video card deployed with the 1001rp Rackmount platform does not provide the appropriate technology to support all the color-depth requirements of the CallPilot 2.02 or 2.5 My CallPilot and CallPilot Manager web-based GUIs.

While there is no way to determine from shipping records which servers did not ship with a newer Diamond Stealth Video card, the newer card began shipping with release 1.07 and therefore only a small percentage of 1.07 1001rp Rackmount servers upgrading to CallPilot 2.02 or 2.5 will require a retrofit to the Diamond Stealth video card.

To verify whether your server has the current video card:

- Open up Control Panel and look under Video and setting /Change Adapter and the driver will show S3 TRio64+.

or

- Open up the lid and look at the installed card. The PEC code is NTRH9041.

Workaround: If your server does not have the proper video card, reference Product Advisory Alert Bulletin PAA-2004-0284-Global for details on the available workarounds or for obtaining a replacement card.

5.3.2.7 Upgrade fails with NBDBIC.DLL error

If the same value exists in both a Restriction list and Permission list, CallPilot 2.x is unable to determine which of the two is the proper value during the upgrade process. This condition causes a database validation error and the upgrade fails. Refer to CR # Q00885764 and Product Advisory Alert PAA-2004-0151-Global for details.

Workaround: Prior to attempting a 1.07 to 2.x upgrade, it is essential to review all Restriction/Permission Lists (RPLs) to ensure that no value is repeated in both the Restriction codes and Permission codes of any single list. If any value appears in both Restriction and Permission codes, the duplication must be removed from one of the codes before attempting the upgrade. It is recommended to review these codes with the customer administrator to ensure the proper security is maintained. If they are unavailable at the time of the review, it's

recommended to delete the duplicate code from the Permission list to minimize risk of loosening restrictions.

The RPL code review can be done either manually or by running the “107UpgradeCheck” utility available from MPL or the PEP CD. Refer to [Chapter 8 Supplemental Tools](#) for additional information.

5.3.2.8 Security PEPs G100S and G102S cause upgrade to fail

Upgrading CallPilot 1.07 system to Release 2.x would fail if Microsoft hotfix MS03-026 was installed either individually or as part of applying Security Update PEPs NM010709G100S (G100S) or NM010709G102S (G102S). Refer to Product Advisory Alert PAA-2003-0330 rev-2 for details.

Workaround: Prior to upgrading, apply PEP NM010709G106S (G106S) or NM010709G104S (G104S). Do not uninstall hotfix MS03-026 or PEPs G100S and G102S prior to installing either PEP G106S or G104S. They will automatically be removed as part of the PEP installation.

5.3.2.9 Additional window may appear when upgrading Tower/Rackmount servers

When upgrading a Tower/Rackmount server, the “Your platform may require hardware changes” window may appear. Reference the Upgrade Guide, page 58, step #9. Refer to CR # Q00978887.

Workaround: If upgrading a Tower/Rackmount server, and the “Your platform may require hardware changes” window, do not close the window, but rather click the “Next” button to disregard this dialog box and continue.

5.3.3 Configuration Wizard

The following problems may be encountered during the running of the Configuration Wizard. For these problems, workarounds are provided.

5.3.3.1 GETNICLIST error when initially running Configuration Wizard

After upgrading and running Configuration Wizard the first time, you may encounter “Error: Running GETNICLIST. Click OK to return to main menu.” Refer to CR # Q00545283.

Workaround: Reboot the CallPilot server and run Configuration Wizard again

5.4 Installing the CallPilot Manager Administration component

5.4.1 Installation Prerequisites

In CallPilot 2.02, CallPilot Manager replaces the Administration Client that was used in previous releases. CallPilot Manager will always be installed on a CallPilot 2.02 server;

however, it may also be installed on a stand-alone web server. The following lists the software that must be installed on the web server before CallPilot Manager can be installed.

Note: CallPilot Manager software must not be un-installed once installed on the CallPilot server.

Note: These software requirements are already taken care of during the CallPilot Server Operating System installation. No further action is required.

Note: Remote support on the web server requires pcAnywhere be installed. Nortel personnel use pcAnywhere as a remote support tool. If you require remote support from Nortel, it is required that you install and configure pcAnywhere 8.0 or later on the stand-alone application web server and provide remote access to the server. Remote access can be via either a modem connected to the server's COM port or other RAS equivalent.

OS & 3rd-Party Software Requirements (on the standalone Web Server only):

Windows NT 4.0 Server

- Install Windows NT Option Pack including:
 - Internet Information Server (IIS)
 - Internet Service Manager
 - World Wide Web Server
 - MDAC 1.5
 - Microsoft Management Console
 - **not** Microsoft Index Server
 - NT Option Pack Common Files
 - Transaction Server
 - Windows Scripting Host
- Install Service Pack 6a
- Install Windows Script 5.5; customers can download this from the Microsoft Windows Script Technologies web site
- Install MDAC 2.5 or later; At the time of this printing, MDAC 2.5 and 2.7 are available for download from the Microsoft Downloads support web site
- pcAnywhere 8.0 or later
- Remote Access Service (RAS)

Or

Windows 2000

- Internet Information Server (IIS) 5
 - Internet Service Manager
 - World Wide Web Server
- Install Windows Script 5.5; customers can download this from the Microsoft Windows Script Technologies web site
- Install MDAC 2.5 (included with Windows 2000) or later; At the time of this

printing, MDAC 2.5 and 2.7 are available for download from the Microsoft Downloads support web site

- pcAnywhere 8.0 or later
- Remote Access Service (RAS)

Note: CallPilot Manager ASP pages use some of the new features provided by Windows Script 5.5, which is why this component is a requirement. MDAC 2.5 or later is required because CallPilot Manager Bulk User Add uses the new features available in this release to parse the Excel files.

Note: Remote Access Service (RAS) is required for downloading operational measurements (OMs) via the web browser.

5.4.2 CallPilot Reporter

CallPilot Reporter may only be installed with CallPilot Manager on a standalone web server. Some general notes are as follows:

Installation:

- Reporter is an optional component of CallPilot Manager and cannot function without it.
- Reporter is not installable on the CallPilot Server.
- Reporter Installation & Configuration installs SQL Anywhere server.
- If you want reports to be printed on a network printer from the web-server (as opposed to from the client web-browser) you'll have to change "CallPilot Reporter" service credentials, which by default is set to "LocalSystem", to a user account with network access privileges.

Upgrade:

- Upgrade is not supported from 1.0x
- Reporter is not backwards compatible with CallPilot 1.05, 1.06, or 1.07 releases.

Uninstall:

- After Reporter uninstall, global.asa has to be replaced with the original CallPilot Manager version from the CD.

Compatibility:

- A single instance of Reporter can support up to 20 CallPilot 2.02 and/or 2.5 servers for OM data collection.

5.4.3 Installing CallPilot Manager web application

5.4.3.1 CallPilot Server

No steps required. CallPilot Manager setup program will automatically be executed after the CallPilot Server setup.

5.4.3.2 Standalone Web Server

Follow the procedures as documented in the CallPilot 2.02 Upgrade Guide (P0606149).

5.4.4 Open CallPilot Manager in Internet Explorer

1. Using Internet Explorer 5 or higher, navigate to the Web server, for example, <http://ptord09u.ca.nortel.com/cpmgr>
2. Enter (an administrator's) mailbox number and corresponding password.
3. In the Server box, type the name of the CallPilot server that you want to manage and then click Login.

ATTENTION

As soon as any server is upgraded to CallPilot 2.02, the 1.07 Administration Client may no longer be used.

5.5 PEP/Service Update application overview

Performance Enhancement Packages (PEPs) and Service Updates (SUs) are software fixes or updates that enhance CallPilot features and operation. CallPilot PEPs generally deliver individual fixes while Service Updates contain more comprehensive updates. As PEPs/SUs are delivered periodically, it's recommended the Enterprise Solutions PEP Library (ESPL) website be checked regularly to ensure the latest updates are applied.

The most recent PEPs for CallPilot 2.02 can be found on the Nortel Enterprise Solutions PEP Library (ESPL) website at: <http://www.nortelnetworks.com/espl> (all regions)

Note: If you are new to the ESPL website, you will need to register for a user ID/password. Please apply on-line at <http://www.nortelnetworks.com> or contact your local Nortel Channel Partner Account Manager.

5.5.1 Enhanced PEP Numbering Format

Service Update 3 (SU03) introduces an enhanced PEP numbering format for server PEPs that now includes supplemental information for which Service Update they apply to.

Original format using generic name format: CPRRRWWXYYYZ

Where:

- RRR: Software Release (eg. 107, 201, 250, 300)
- WW: The major number of the build (ie. 27 for 2.01.27 build)
- X: The type of PEP:
(G)eneral, (R)estricted, (L)imited, or (D)iagnostic.
- YYY: The PEP number (1-999).
- Z: The component that is being PEPed / updated:
(S)erver, (C)allPilot Manager, (A)pplication Builder, (M)y CallPilot, or
(D)esktop client.

Revised format using Service Update information: CPRRRSSSXYYZ

Where:

- RRR: Software Release (eg. 2.02, 2.50, 3.00)
- SSS: The required SU level required to apply the PEP
Example: (S03 = Service Update 03)
- X: The type of PEP:
(G)eneral, (R)estricted, (L)imited, or (D)iagnostic.
- YY: The PEP number (1-99).
- Z: The component that is being PEPed / updated:
(S)erver, (C)allPilot Manager, (A)pplication Builder, (M)y CallPilot, or
(D)esktop client.

Revised format for Security PEPs which are Service Update independent: CPRRRSECXXS

Where:

RRR: Software Release (eg. 2.02, 2.50, 3.00)

XXX: The PEP number (1-999).

The CallPilot server is the only component that will have small PEPs. Other components may have PEPs released, but the PEP will really contain an updated version of the software package. The following list summarizes the different components and how they are PEPed:

CallPilot Server:	PEPS
CallPilot Manager:	Software update
Reporter:	Packaged as part of CallPilot Manager software update
My CallPilot:	Software update
Desktop:	Software update

5.5.2 Currently available PEPs

At the time of this printing, the following additional PEPs are available. Check the PEP CD-ROM and Enterprise Solutions PEP Library (ESPL) for each.

PEP number	Description
CP20127SU03S	** Required ** Service Update 3 (SU03) "Cumulative" includes SU03 as well as the following PEPs in a single package: G04S, G07S, G09S, G16S, G19S, G20S, G22S, and L11S
CP202S03G14C	CallPilot Manager (2.01.27.18) – Required for use with SU03
CP202S03G15A	Application Builder client update (2.01.27.11) for use with SU03

As well, the following additional Security Update PEP is available:

PEP number	Description
CP202SEC001S	Security Update PEP (includes hotfixes up to MS04-025) (obsoletes CP20127G050S and CP20127G070S by including all new and previously released hotfix and security enhancements in this one PEP)

And the following Limited Distribution/Restricted PEPs are also available:

PEP number	Description
CP202S03L01S	** 1002rp Platforms only ** Large/Heavy traffic AppBuilder-centric sites
CP202S03L03S	Single DN Voice/Fax Call Answering/Filtering (North America only)

PEP number	Description
CP202S03R21S	** Restricted ** Callers may experience incorrect greetings when transferring calls through an AppBuilder Application. External callers that go into CallPilot and then thru-dial out to a DN that is hard-CFW'd back to CallPilot receive incorrect BUSY prompt from the hard-CFW'd set's. (Requires one of more of the following X11/X21 PEPs depending on switch release: MPLR18122, MPLR18136, and MPLR18842)

For additional details on what fix/improvement content is within each, refer to section 7.2 Fixes and Enhancements contained in Service Updates.

For general instructions on applying SUs or PEPs using the PEP CD, and for information on PEPs, refer to:

- Part 5: <platform> Server Maintenance and Diagnostics, in the chapter "Using CallPilot System Utilities", subsection "PEP Maintenance Utility".
- Part 4: Software Installation and Maintenance (NTP 555-7101-202), Chapter 2 "Upgrading or Installing CallPilot server software", subsection "Installing Performance Enhancement Packages".

Time Saving Tip:

Most server PEPs can be installed simultaneously without rebooting the server after each one. For example CP20127SU03S (SU03) and CP202S03G14C (CallPilot Manager) can be installed at the same time only requiring a single reboot. Refer to the readme.txt file within each SU/PEP for complete details.

Note: When installing CallPilot PEPs from CD, it's recommended the PEP (e.g. CP202S03GxxS.EXE) be first copied from the CD-ROM to the server into the D:\TEMP folder. After the PEP has been copied to the server, it can then be executed to extract the files and installed as normal. Once installed, the PEP (e.g. CP202S03GxxS.EXE) should be deleted from the CallPilot server to preserve disk space.

Note: If software components are un-installed and re-installed on the CallPilot server, this may require that PEPs or Microsoft hotfixes be re-applied.

For example, if Internet Explorer 5.5 is uninstalled, hotfix Q324929 (Cumulative Patch for Internet Explorer) must also be re-installed to address security issues outlined in Microsoft Security Bulletin MS02-068. Microsoft hotfixes are available from the OS Recovery CD (or OS Upgrade CD) in the folder "HotFixes". For a list of all hotfixes contained on the CDs, refer to the "FixInfo.txt" file. To verify required hotfixes, use the HotFix check utility as documented.

6 Feature limitations

6.1 Language Availability

At the time of this printing, CallPilot 2.02 provides support for the following languages:

Region (CD Version)	Language filename	Language
Americas (2.01.27.06)	Lang1046	Brazilian Portuguese
	Lang1033	English (American)
	Lang4105	English (Canadian)
	Lang3084	French (Canadian)
	Lang3082	Latin American Spanish
EMEA (2.01.23.13)	Lang1025	Arabic
	Lang6	Danish
	Lang1043	Dutch (Standard)
	Lang2057	English (Female European)
	Lang6153	English (Irish)
	Lang11	Finnish
	Lang1036	French (Standard)
	Lang1031	German (Standard)
	Lang15	Hebrew
	Lang1040	Italian
	Lang1044	Norwegian
	Lang25	Russian
	Lang1034	Spanish (European)
	Lang29	Swedish
Asia/PAC (2.01.23.13)	Lang3076	Cantonese
	Lang3081	English (Australian)
	Lang17	Japanese
	Lang1028	Mandarin Chinese (Taiwan)
	Lang2052	PRC Mandarin

6.2 Speech Activated Messaging and Custom Commands

The Speech Activated Messaging and Custom commands features are currently only supported using North American English and Canadian English languages (found on the Americas language CD) and German (found on the EMEA language CD).

The following Speech Activated Messaging and Custom Commands languages remain on controlled release. The language CDs will be up-issued at a later date:

- Euro French
- UK English
- Italian
- Japanese

6.3 Meridian Mail Migration

Migration from Meridian Mail systems to CallPilot 2.02 is supported using the Meridian Mail migration utility tape NTUB25AB (available within NTUB24AC Migration Package). This supports migration from all Meridian Mail MM11, MM12, and MM13 releases for all Meridian Mail platforms **except the MSM and Card Option running MM13.11.2**. It is required for all Meridian Mail releases including MM13.14 as this tape supersedes the migration utility available in the TOOLS level.

Note: Previous 1.07 versions of the migration utility NTUB24AA or NTUB24AB cannot be used with CallPilot 2.02. The Migration guide should be consulted for limitations.

Note: It is highly recommended the latest documentation be referenced when performing a migration. At the time of this printing, refer to NTP 555-7101-801 Meridian Mail to CallPilot Migration Utility Guide, Release 2.x, Standard 2.0, dated May 2004.

Note: The Mailbox Number is a unique identifier on both the Meridian Mail and CallPilot voice mail systems. If the migration utility encounters a CallPilot mailbox with the same number as a Meridian Mail mailbox, then the utility will overwrite the existing mailbox in order to avoid a duplicate.

Note: CallPilot requires use of the NTRB18CA MGate card for connectivity. Systems migrated from Meridian Mail must ensure only the updated MGate cards are used.

6.4 Act on AMIS Initiator Tone

The Act on AMIS Initiator check box is only available to the Fax Item Maintenance and Voice Item Maintenance applications in the Service Directory Number GUI available from CallPilot Manager. A dedicated AMIS service can also be set up with its own Service Directory Number. The CallPilot 2.02 release does not support AMIS with any other voice application SDNs.

6.5 Inter-switch Migration

Due to the technical nature and complexity of the inter-switch migration procedure, there is no documented NTP procedure for changing the switch connectivity type. If such an activity is required, this can be accomplished in either of the following two ways:

- 1) Purchase a foundation system of the desired connectivity type and order/perform a cross-platform migration. For details refer to Sales/Marketing bulletin SM-2003-0246-NA, CallPilot 2.02 Models & Ordering Procedures.
- 2) Engage our manufacturing partner, Arrow Electronics, to perform the field switch-connectivity retrofit.

Arrow Electronics, Inc.
Mark Stone – Strategic Account Manager
Phone: 972-380-6464
E-mail: mstone@arrow.com

7 Known problems and workarounds

This section contains descriptions of known problems and workarounds. The problems are sorted according to switch connectivity type, except in the General section that contains problems applicable to any connectivity. Please review the General section and then the section related to the switch connectivity applicable to your system. Section 7.2 provides a list of Customer Reports (CRs) fixed in all Service Updates (SUs). It also contains a list of CRs that are fixed in the SU PEP. Fixes for these CRs may be found on the Enterprise Solutions PEP Library (ESPL) web site. Refer to section 1.3 for information on how to access the site. For problems relating to upgrade and configuration wizard, see Section 4.

7.1 General

The following subsections apply to either the Meridian 1 or Communication Server 1000/1000M connectivity.

7.1.1 Server

7.1.1.1 DSP channels may not come up automatically after reboot

After a fresh install of the CallPilot software or an upgrade to 2.02, occasionally some of the DSP channels may not come back to InService state automatically after the first re-boot.

Workaround: Using the Channel Monitor, manually bring the DSP channel(s) to InService. Subsequent system re-boots will have the appropriate channels put into an InService state.

7.1.1.2 Low virtual memory after recovery or reboot

During a CallPilot recovery or reboot after a system crash (such as a blue screen), the server may experience a "low virtual memory" scenario that could prevent the system from booting to service or it could take an exceptionally long time for the system to boot successfully. If this happens, the only way to recover is to power down the system and power it up again, which risks damaging the file system.

Workaround: To prevent this from occurring, ensure that sufficient virtual memory is available and ensure the Windows NT memory dump feature is turned off.

Notes:

1. The memory dump may not have been set correctly on some systems. It is recommended to check all systems for this condition.
2. The Virtual Memory parameters are set properly at the factory and are also adjusted during the upgrade process to CallPilot 2.02.
3. It is extremely important the proper values be used to ensure proper operation.

The proper CallPilot 2.02 Virtual Memory settings are as follows:

- 200i: 256MB pagefile on D:
- 201i: 12MB pagefile on C:, 256MB pagefile on D:
- 702t: 12MB pagefile on C:, 256MB pagefile on D:
- 1001rp: 12MB pagefile on C:, 256MB pagefile on D:
- 1002rp: 12MB pagefile on C:, 512MB pagefile on D:

To review or adjust the Virtual Memory settings, perform the following steps:

1. Start the Control Panel
2. Double-click on the System Icon
3. Go to the Performance tab.
4. Under "Virtual Memory", check "Total paging file size for all volumes".
5. Click on the Change Button in the Performance tab.
6. In the "Drive (volume label)" area, click to select the C: drive.
7. Then under "Paging File Size for Selected Drive", type nnn (value from above for C drive) in both the Initial Size and Maximum Size fields.
8. Click the Set button.
9. Then select the D drive and type mmm (value from above for D drive) in both the Initial Size and Maximum Size fields.
10. Click the Set button.
11. Click OK to close the Virtual Memory dialog box.
12. Click on the Startup/Shutdown Tab.
13. In the Recovery Section, uncheck the check box entitled "Write debugging information to:"
14. Click Apply, then Click OK.
15. Reboot the server to activate the change.

7.1.1.3 No DTMF tone from a BRI set when logging into CallPilot

No DTMF tones are received from a BRI set when logging into CallPilot. The BRI set will send DTMF tones in all other configurations. There is no impact on the system but the user cannot log into their mailbox.

Workaround: This problem is an M1 switch base problem and there is no suitable workaround available from the CallPilot side.

7.1.1.4 Maintenance on DSP channels may be delayed

When a courtesy shutdown is performed on a DSP channel, the channel continues to accept calls until after 60 seconds of inactivity on that channel. This may occur as a result of a user-initiated manual courtesy down, or the system detects abnormal operation of the DSP and attempts to recover by restarting the DSP. The situation is caused by the caching mechanism used. Also, if the channel is disabled, calls to it would be given RNA treatment for up to one minute.

Workaround: For the Courtesy down situation, wait until the channel goes off-line (after no new calls arriving on it for one minute). The alternate solution is to perform an immediate shutdown by issuing a "shutdown" of the channel, as opposed to a courtesy shutdown. Note that if this is done any call on the channel would be dropped. To avoid Ring No Answer for a minute, the workaround is to disable from the switch side.

7.1.1.5 Broadcast messages not blocked

Unlike Meridian Mail, when Message Blocking is enabled for a mailbox, CallPilot will still deliver Broadcast messages to the mailbox. Since no Non-Delivery Notifications (NDNs) are generated for Broadcast messages, it was decided to deliver such messages since the originator would be unaware that a message was not delivered to all mailbox owners.

Workaround: None available at the present time.

7.1.1.6 Custom Commands must be used for a single language

Custom Commands may be used on a per-user or individual basis to train the system to recognize Speech Activated Messaging commands. A limitation is that this customization can only be performed for a single language. The user must always use the Custom Command service corresponding to the Speech Activated Messaging language the user will be using. If, for example, the user utilizes Custom Commands for German, then the recognition of English Speech Activated Messaging commands will fail. Note that merely logging into a Custom Commands service, even without performing training, will cause a context file for the language to be set up for the user. This will limit the user to that language for Speech Activated Messaging access unless the workaround below is employed.

Workaround: If a user has utilized Custom Commands for one language and wishes to reset to use another language, the user should access the Custom Commands service for the new language and pick the option to reset to default values (i.e., option 3) from the main menu. This will reset the language context files to the new language. Note that the user is still restricted to using this single language for Speech Activated Messaging.

7.1.1.7 Non-delivery notification when a fax is sent from desktop client

When sending the TIF via the CallPilot server, the original two pages were properly received. However, the CallPilot server also attempted to send a phantom third page that fails. This only occurs when sending to a Brother Fax machine with paper size A4. Using Letter works. Sending A4 to other fax machines works.

Workaround: No workaround is available.

7.1.1.8 Delay Prompt Timeout value is too long (3.5 seconds)

Customers may desire the time duration between command entry and the initiation of the help prompting be reduced in order to provide a more "guided" messaging session. Refer to CR # Q00377181-01.

Workaround: In CallPilot 2.02, this is accomplished via CallPilot Manager using the following steps:

1. Log into CallPilot Manager.
2. From the Messaging Tab, select Messaging Management
3. On the Messaging Management page, in the Timeouts section, adjust the "Command Entry" value as necessary.

Note: Timeout value is in milliseconds. Valid range is 1,000 to 5,000 milliseconds (1 to 5 seconds). Default value on unmodified system is 3500 (3.5 seconds).

7.1.1.9 Configuration Wizard does not accept characters "_", "-", and "." in the Computer Name which is part of the FQDN

A fully qualified domain name (FQDN) combines the name of a host (i.e. computer name), a dot, and the domain name. It is used for sending VPIM Networking messages between CallPilot, Meridian Mail (with NetGateway) and other messaging systems on the network. While running Configuration Wizard, if it determines the computer name contains either a "_" (underscore), "-" (dash) or "." (period) character (e.g. abc-123-us), the user will be forced to remove these characters in the computer name (e.g. abc123us) before it will proceed. If the user wants to preserve the original computer name in order to avoid having to change the FQDN on the network, the following workaround will help restore the computer name to its original state. The NBDBSync107.EXE utility should be used. It is available on the CallPilot Server CD in the root folder.

Workaround: To modify the computer name, perform the following steps:

1. Obtain the NBDBSync107.EXE utility and transfer it to the CallPilot server
2. On the CallPilot server, Go to Start > Settings > Control Panel
3. Select Network
4. Click the "Change" button and enter the original computer name. Then click "OK".

5. Reboot the CallPilot server using Ctrl-Alt-Delete and selecting "Shutdown" from the Windows NT Security window. Then from the Shutdown Computer dialog box that appears, select "Shutdown and Restart" and click OK.
6. Go to Start > Run and enter "NBDBSync107.EXE" to run the utility.
7. Reboot the CallPilot server again using the process outlined in step #5 above.

Note: The NBDBSync107.EXE utility can be run anytime after the Computer Name has been changed and the CallPilot server is rebooted. So in the case where the Computer Name has already been reverted to its original name and the system has been running all along but the NBDBSync107 step has not been run, the user can simply courtesy down the CallPilot server and perform steps #6 and 7.

7.1.1.10 CallPilot prompts telset user for am or pm if entering 00 as an RN start time

When a user is implementing their Remote Notification (RN) schedule and enters 00 as the start time, the system then prompts with "for am press 1, for pm press 2" even though there is no such valid time.

Workaround: Enter the time in a 24-hour format of '0000' instead of just '00'.

7.1.1.11 Server re-install fails to install CallPilot Manager

If re-installing the CallPilot server without uninstalling CallPilot Manager, the process will find the version installed newer than the version on the CD and the procedure will fail.

Note: It is imperative that before re-installing CallPilot, all Service Updates and PEPs are uninstalled first and re-applied afterwards as outlined in this document.

Workaround: To avoid this scenario choose option 1, 2, or 3 below depending on the most appropriate scenario.

1. To re-install CallPilot Server without having any previously installed PEPs:
 - a. Run SETUP.EXE
2. To re-install CallPilot Server with SUs/PEPs, you MUST first:
 - a. Uninstall any SU and all individual PEPs
 - b. Uninstall CallPilot Manager
 - c. Reboot the server
 - d. Run SETUP.EXE.
3. To re-install CallPilot Manager by itself (stand-alone):
 - a. Run CPMgrSetup.EXE
 - b. Re-apply the SU and all individual PEPs.

7.1.1.12 Scheduled Backup or Archive fails after upgrade to CallPilot 2.02

CallPilot 1.07 uses different backup/archive specifications that are not converted when upgrading to CallPilot 2.02. Due to these changes, schedules created in 1.07 cannot be used in 2.02. Refer to CR # Q00377117.

Workaround: After upgrading to CallPilot 2.02, delete the old schedule and create a new system backup; user, prompt, and Application Builder archive.

7.1.1.13 CallPilot 1001rp upgrade fails if incorrect AcceleRAID-352 RAID controller firmware version in use

CallPilot 1001rp Rackmount servers equipped with the AcceleRAID-352 RAID controller card must utilize Firmware version 6.xx.yy, otherwise will encounter upgrade problems.

Workaround: Update the AcceleRAID-352 RAID controller to the proper Firmware version using the following procedure:

1. Ensure you know the IP address information for CLAN and ELAN
2. Insert the CallPilot 2.01.27.05K version of either the OS Recovery or OS Upgrade CD into the CD-ROM drive
3. Copy the following files from folder Z:\Drivers\Misc\RAID\AR352\Firmware to the root folder of a non-bootable, blank, formatted floppy disk:
FLP60013.000
BLP60100.026
EZ20319.IMG
KLP60003.000
4. Reboot the 1001rp Rackmount server
5. When prompted, press <Alt>-R to enter the EZASSIST utility
6. The Mylex EZAssist utility will start
7. Press ENTER to select the RAID controller card
8. Use the up-down arrow keys to select "Advanced Options", and press ENTER
9. Press ENTER to select "Update Flash Code"
10. Type the first filename (see list below) and press ENTER
FLP60013.000
BLP60100.026
EZ20319.IMG
KLP60003.000
11. Select the controller. (Look for check mark to left of controller)
12. Tab to select the "OK" button and press ENTER
13. When asked "Are you sure?", tab to "OK" then press ENTER
14. Wait while it flashes, then select "OK", press ENTER, then press ESC
15. Return to step #10 and type the next filename. (use backspace to clear the previous filename)
16. When all four (4) files have been flashed, press ESC to get out of EZASSIST.
17. Remove the floppy disk.

When the system boots, since the firmware change has modified the PCI bus numbering, the E100B1 and E100B2 network card drivers will not load properly. You will need to remove and re-add the NIC card drivers.

18. Control Panel → Network → Adapters. Remove both adapters (say "No" when prompted, "Would you also like to remove the files associated with this adapter?")
19. Close the Network applet and say "Yes" to restart.
20. Control Panel - Network - Adapters - Add
21. Specify "Have Disk", then for the path type C:\drivers\network\intel
22. This will add both adapters back in.
23. You must reenter the IP address information for both cards.
24. Reboot.

Note: To utilize the full functionality of the AcceleRAID352 RAID Global Array Manager software utility, you must be logged into the GAM utility using the "gamroot" user-id/password.

7.1.1.14 MSP server failure on 1002rp Rackmount server

On 1002rp Rackmount servers with two MPB-16 boards equipped only, there is a chance that the server will not reboot properly. When the failure occurs, the MSP service will not come up and will crash upon startup. Refer to CR # Q00601967.

Workaround: To resolve this problem, install Service Update 3 (SU03), or at a minimum Service Update 2 (SU02).

7.1.1.15 No Voice on second MPB16-board if STI links are configured incorrectly

For Meridian 1 and Communication Server 1000/1000M, the switch telephony interface (STI) boards are the MPB16 boards inside the CallPilot server. These MPB16 boards are connected to one or more MGate cards in the switch through a DS30X cable. Each DS30X link is labeled Link STIxx-yyy, where xx is the STI board slot number, and yyy identifies the specific link that is connected to the STI board.

Each MPB16 board has two possible links (STIxx-001 and STIxx-002). Individual call channels (also referred to as DS0 channels) on each link are identified as STIxx-yyy-zzz, where zzz is the individual channel on link STIxx-yyy.

STI board 1 (MPB16 #1) is the master board and must be connected to an MGate card.

Workaround: If a server has more than 32 DS0 channels, then it's imperative that both STIxx-001 and STIxx-002 be configured on the master MPB16 board (MPB16 #1). Also, if two MPB16 boards are equipped, DO NOT configure additional DS0 channels on STI Link 1 of 2nd MPB16 board unless the server is configured for more than 64 DS0 channels, otherwise CallPilot will not process calls on 2nd MPB16 board. Refer to CR # Q00618689.

7.1.1.16 Mylex AcceleRAID-352 documentation missing required user-id

CallPilot Tower and Rackmount servers equipped with the Mylex AcceleRAID-352 RAID controller utilize the Global Array Manager (GAM) software utilities for monitoring and maintenance of the RAID controller and subsystem. The CallPilot NTPs do not specify that the "gamroot" user-ID and password will be required to access the full functionality of the utility. Refer to CR # Q00688363.

Workaround: Logout and login to the GAM utility using the "gamroot" user-ID and password. If the password is unknown, log into the server using a user-ID that has Administrator privileges and change the "gamroot" password from the WinNT User Manager. Once complete, log back into the GAM utility using the "gamroot" user-ID.

7.1.1.17 MegaRAID client fails to launch

The 1002rp and 703t CallPilot platforms use the AMI Elite 1600 RAID card. The MegaRAID client is the RAID management software used for this card. Sometimes, when you try to start the MegaRAID Client (Start → Programs → MegaRAID Client), nothing seems to happen. Refer to CR # Q00659314-01.

Workaround: Start the Windows NT Task Manager. One way to do this is to type Ctrl - Alt - Delete and click on "Task Manager...". Choose the "Processes" tab to display a list of all running processes. Look for instances of the program "REG_MAIN.EXE ". Use the "End Process" button to kill all instances of the "REG_MAIN.EXE " program (there may be several instances of the program if you have tried several times to start the MegaRAID client). Once all instances of "REG_MAIN.EXE" are gone, the MegaRAID client will start up. Note that the problem may occur again the next time an attempt is made to start the MegaRAID client. The same workaround may be used again. Rebooting the system may clear the problem.

7.1.1.18 GAM software re-install fails due to RAID firmware mismatch

When replacing an AcceleRAID AR-352 RAID controller card in 702t Tower or 1001rp Rackmount servers, the Global Array Manager (GAM) software installation may fail due to the incorrect firmware version on the RAID controller card. A limited number of cards may have been shipped with the incorrect firmware version 7.02, instead of the required version 6.

Workaround: Using the NTRH8101 OS Recovery CD, follow the steps as outlined in section [7.1.1.13](#) to install the required firmware version.

7.1.1.19 CallPilot server is not sending SNMP traps

CallPilot is not sending SNMP trap messages.

Workaround: Verify each of the three possible resolutions as listed:

1. Ensure that the Microsoft SNMP service on the CallPilot server is up and running
2. Ensure that the SNMP service on the CallPilot server is configured to send the SNMP traps to a NMS such as OTM/MAT. The IP address of the NMS should be entered as

a trap destination in the SNMP service in order for a SNMP trap to be sent to the NMS. Consult Chapter 23, of the *CallPilot 2.02 Administrator's Guide* (NTP 555-7101-300) for details on how to configure the SNMP service.

3. Ensure that the critical, major, or minor alarm has been triggered. CallPilot 2.02 only sends SNMP traps on all critical, major, and minor alarms. Information-only events do not trigger an SNMP trap.

7.1.1.20 OTM/MAT cannot receive SNMP traps

Even though CallPilot is confirmed as sending SNMP traps, OTM/MAT cannot receive them.

Workaround: Verify each of the three possible resolutions as listed:

1. Ensure that both the CallPilot server and the OTM/MAT are located in the same subnet. The CallPilot server has two IP addresses, one for the ELAN, and one for the CLAN. When configuring the OTM/MAT, ensure that the correct CallPilot IP address is used. This can be verified by using a ping command to the IP address from the OTM/MAT.
2. Ensure that the correct CallPilot IP address, once identified, is entered correctly in the "Devices.TXT" file.
3. Ensure that the SNMP service on the CallPilot server is configured to send the SNMP traps to OTM/MAT. The IP address of the OTM/MAT should be entered as a trap destination in the SNMP service for a SNMP trap to be sent TO OTM/MAT.
4. Ensure the Alarm Notification of your OTM/MAT is started.

7.1.1.21 Traps cannot be displayed on OTM/MAT Alarm Notification console

Unable to display SNMP traps on Alarm Notification console.

Workaround: Ensure that the Config.TXT and Scripts.TXT file within OTM/MAT are configured properly. Consult Chapter 23, of the *CallPilot 2.02 Administrator's Guide* (NTP 555-7101-300) and the *Optivity Telephony Manager Alarm Management User Guide* (P0910103) for details on how to configure these two files to display traps on the console.

7.1.1.22 NMS in use cannot interpret CallPilot's SNMP trap.

If NMS is unable to interpret CallPilot SNMP trap messages, ensure the NMS supports SNMP v1. CallPilot 2.02 SNMP service is SNMP v1 compliant.

Workaround: In some cases it may be possible to configure the switch to accept outgoing numbers without prefixes and perform the necessary translations.

7.1.1.23 Event 54103 prints regularly

In some scenarios, Event 54103 may occur when user-A sends a message to another local user. The error is due to a problem where LDAP returns an empty string size for the location name even though it's really at its maximum size. Refer to CR # Q00960723.

Workaround: This fault condition occurs when the site name is 30 characters in length. To eliminate the event codes, reduce the location name to 29 characters.

7.1.1.24 Disk full due to IIS log files

Over time, the CallPilot server, or associated web-server hosting CallPilot Manager, may encounter limited disk space. This is due to excessive log files that are created if IIS logging remains on. By default, this setting is ON, but will be adjusted in a future release/SU. Reference CR # Q00957915.

Workaround: To disable IIS logging, follow the procedure outlined below.

1. From the server console, launch the Internet Service Manager using:
 - a. For NT 4.0-based servers:
Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager.
 - b. For Windows 2000-based systems:
Start > Programs > Administrative Tools > Internet Information Services
 - c. If a "Tip of the Day" window appears, click "Close".
2. Expand the view for navigation
 - a. For NT 4.0: Under "Console Root", click the plus sign "+" to expand "Internet Information Server"
 - b. For Windows 2000: Double click on "Internet Information Services", and then click on <local computer name>
3. Click the plus sign "+" to expand <local computer name>
4. Click the plus sign "+" to expand "Default Web Site".
 - a. If an "Internet Services Manager" window appears reporting that it was "Unable to enumerate files and directories...", click "OK" to close the window.
5. Right click on "CPMGR" and select "Properties"
6. On the "Virtual Directory" tab, under "Content Control", ensure "Log access" (NT 4.0) or "Log visits" (Windows 2000) is unchecked to disable logging and prevent accumulation of log files.
7. Click "Apply" and then click "OK".
8. From the tool bar, click "Console" and select "Exit".
 - a. If prompted to "Save console settings to iis.msc?", click "Yes".
9. Launch an Explorer window
Start > Programs > Windows NT Explorer
10. Navigate to the log files folder C:\WINNT\system32\LogFiles\W3SVC1
11. Delete all unnecessary IIS log files using naming convention "exYYMMDD.log"
12. Empty the "Recycle Bin".

7.1.2 CallPilot Manager

7.1.2.1 Unable to log into CallPilot Manager due to unknown password

Access to CallPilot Manager requires the user to have an Administration account/password. If the default Administration Password (mailbox "000000", password "124578") has been changed and forgotten or misplaced, a new utility exists with CallPilot 2.02 for resetting it to the default.

Workaround: Use the following procedure to reset the default administrator password.

1. Log in to "Distributor" Support Tools on the CallPilot Server
Start → Programs → CallPilot → System Utilities → Support Tools
2. From the main menu, select (9) Database Utilities
3. From the Database Utilities menu, select (3) Database API Utility
4. At the CI> prompt, type "**resetadminpwd**" and press <Enter>
5. At the CI> prompt, type "**quit**". This will close the API Utility
6. In the main menu, press <Enter>, then select (1) to exit.

The default Administration mailbox "000000" password will be reset to "124578"

7.1.2.2 Backup and Restore to network drive fails with 1 item – bluedatabase

Remote disk system backup to a Windows 95 Operating System network drive, or a network drive configured with a FAT16 file system will fail if the CallPilot system's system backup file is larger than 2Gbytes. Windows 95 and FAT16 file systems have a file size limitation of less than 2Gbytes. Refer to PR # TC03691 or Product Bulletin 2001-027 for additional information.

Workaround: Remote disk system backups are only supported and should be performed using the following OS configurations:

Windows 98 / FAT32

Windows NT 4 Workstation or Server/ NTFS

Windows 2000 Professional or Server / FAT32 or NTFS

7.1.2.3 SDNs with 64 character application name do not accept calls

If Application Builder applications are created with a 64 character name and then have an SDN assigned, the application will not accept calls. Refer to CR # Q00961091.

Workaround: Use Application names with less than 64 characters.

7.1.2.4 Potential loss of custom reports and OM data after installing PEP CP202S03G14C

When installing CallPilot Manager 2.01.27.18 (PEP G14C), if an earlier version exists, it assumes it is being upgraded and retains all existing custom reports and OM data. If it sees the same version already exists, it assumes the users wishes to do a "fresh install", so all custom reports and collected OM data is deleted. Refer to CR # Q00990254.

Workaround: Once CallPilot Manager 2.01.27.18 is installed, do not re-install the same client version. If a re-install is required, ensure all OM data and custom reports are backed up prior. Contact GNTS if additional assistance is required.

7.1.3 Desktop Messaging Client

Note that the problems described below generally assume use of the Desktop version corresponding to the server release. The list of problems using earlier (or later) versions may be different.

Please see the Troubleshooting section of the Desktop Messaging Installation and Maintenance Guide for further troubleshooting help.

7.1.3.1 Desktop Client Unable to Download the CallPilot Address Book

If customers are unable to download the CallPilot address book from the server, they may have their search base parameters set incorrectly.

Workaround:

1. Using CallPilot Administration Client, open CallPilot> Messaging> Internet Mail Clients
2. Note the value specified in the box titled "Enter the directory tree root hosted by this LDAP server:"
Note: There is no need to change from the default value, "dc=nortel,dc=ca" which will work ok as long as the Desktop Client is configured to match.
3. Set the search base parameters to this same value under the Address Book tab of the properties of CallPilot Desktop Messaging service.

7.1.3.2 Wrong date stamp on messages

A roaming user's messages are downloaded to a GroupWise Mailbox with the wrong date stamp. On shared workstations, messages may be incorrectly downloaded to a user's GroupWise Mailbox instead of their CallPilot message store.

For example:

1. User-A logs on and downloads all messages. When done, the user closes the Mail Client. User-B launches the Mail Client and logs on.
2. All the messages of User-A are removed from the CallPilot Message store. All the messages of User-B are downloaded. However, User-B's messages are downloaded to the GroupWise mailbox rather than the CallPilot message store. Since the messages are in the GroupWise mailbox, they have the wrong date stamp.

Note: The problem may not occur if the user has less than 20-25 new messages.

Note: Only some messages may be incorrectly downloaded to the wrong message store.

Note: User will have the incorrect date stamp on the messages.

Workaround: Move the CallPilot messages to the "CallPilot Desktop Messaging" Folder.

7.1.3.3 Cannot listen to messages in Offline mode

A user cannot listen to messages from the client in Offline Mode even if the messages were downloaded in a previous session. This can cause the user not to have offline mode access to their voicemail.

Workaround: Before going into Offline mode, the user should click Download All CallPilot Messages. Once all messages are downloaded to the local PC, the user will then be able to play messages in Offline mode.

7.1.3.4 Cannot create CallPilot addresses

The user cannot create CallPilot addresses in the Outlook address book. The following describes the scenario (with Outlook 98):

1. Log into mail client and CallPilot.
2. Open the Address Book.
3. Click New Entry.
4. After clicking New Entry, you are presented with a dialog box that prompts you to choose which type of entry you want to add. There should be: Contact, Distribution List, and CallPilot Address, but 'CallPilot Address' is NOT listed as an option.

Workaround: In order to see the CallPilot address selection in the list, the user either must choose to add the new entry to a Personal address book or to the message only. This choice can be made in the Exchange/Outlook New Entry dialog. If the user does not have a Personal Address book installed, then they must choose to add the entry to the message only. Otherwise, the CallPilot Address selection will not be able to be selected.

7.1.3.5 Messages automatically download when they arrive in inbox and MWI light is extinguished

If the Microsoft "Preview Pane" is enabled for the CallPilot Message Store Inbox, the e-mail client will automatically download the message(s) from the CallPilot server to the user's PC resulting in the new unread message changing from a "**bold**" unread state, to a "normal" read state automatically. Upon completion of the download, the Message Waiting Indicator (MWI) is also extinguished on the Desktop Client (system tray) as well as on the associated telephone set.

Workaround: When using Desktop Messaging, disable the preview pane for the CallPilot Message Store "Inbox".

7.1.3.6 When sending a fax using the Nortel fax driver, cannot access the Microsoft Outlook address book.

This will occur if the default mail application is not Microsoft Outlook. The Exchange/Outlook and GroupWise CallPilot Fax driver uses the default mail application when sending a fax from Nortel Fax.

Workaround: From the Control Panel, select Internet Options and then the Programs tab. Set "E-mail" to Microsoft Outlook.

7.1.3.7 CallPilot slows down with message to entire address book

A composed and sent a message from desktop to the entire CallPilot address book causes the system to experience a severe slowdown for 20-30 minutes.

Workaround: When sending a message to many users, for example, through a distribution list, you may experience a significant impact to the system if you tag the message for acknowledgement. Specifically, you may encounter a slowdown of the system operation (high use of CPU) as well as many users reporting that CallPilot is not accepting calls. This condition is temporary and will resolve itself automatically. The duration of the slowdown is dependant on the number of recipients in the message. It is highly recommended that a message addressed to a large number of recipients be never tagged for acknowledgement.

7.1.3.8 Can't send message to telephone or fax from Desktop or My CallPilot

To prevent toll fraud by desktop messaging and My CallPilot users, Nortel recommends that you define access restrictions for unauthenticated SMTP users. If a user reports that they are unable to send a CallPilot message to a telephone or fax machine from their desktop, it is possible that they are connecting to CallPilot as an Unauthenticated SMTP user.

Workaround: To resolve the issue, ensure that 'Security Modes for SMTP Sessions' in CallPilot Manager/Messaging/Message Delivery Configuration have authentication options other than just 'unauthenticated' selected. Also ensure the user provides SMTP authentication from their client. If the user connects from one of the Nortel provided clients such as

Outlook, Lotus Notes, GroupWise or My CallPilot, then client side SMTP authentication will automatically be used as long as the server side 'Security Modes for SMTP Sessions' mentioned above have been set.

7.1.3.9 Microsoft Outlook and Desktop Messaging may cause IMAP server to crash

Newer versions of Microsoft Outlook may trigger an internal Send/Receive event for CallPilot. This Send/Receive event causes CallPilot to reset the IMAP connection (disconnect, re-connect, download message cache). This event may occur repeatedly, and if sufficient users are impacted, this may overload the IMAP service on the CallPilot server.

Workaround: This Outlook behavior may be triggered by settings within Outlook. Check and confirm that "Schedule an automatic send/receive every XX minutes" is unchecked. This can be displayed by selecting Tools > Options, clicking the Mail Setup tab, then clicking the Send/Receive button. If un-checking this option does not resolve the problem, upgrade the desktop client to version 2.50.06.17.

7.1.4 CallPilot Reporter**7.1.4.1 Problems running CallPilot Reporter when using Netscape 6.2 or Microsoft Internet Explorer 6.x**

If the incorrect version of Java is installed, problems running CallPilot Reporter may occur. Refer to CR # Q00534522.

Workaround: When using CallPilot Reporter, for proper operation of Java on Netscape 6.2 or Microsoft Internet Explorer 6.x, J2SE version 1.3.1_05 must be installed. If you have an earlier or later version of J2SE, it must be uninstalled first. J2SE versions can be downloaded from <http://www.java.sun.com>.

7.1.4.2 After upgrade from 1.07, some users do not display in reports

After upgrading from 1.07, users that were created in 1.07 are not reported in 2.02. The reports listed below are affected. Refer to CR # Q00520687 and Q00810685.

- Call Answering/User Responsiveness Report
- Inactive User Report
- Mailbox Call Session Summary Report
- Messaging Usage Report
- Speech Activated Messaging Report
- 800 Access Bill-back Report
- Messaging Usage Bill-back Report
- Excessive After-Hour Logons Alert
- Excessive Incomplete Messaging Accesses Alert
- Excessive Thru-Dialer Access Alert

Workaround: Run the "UUIDModify" tool on the system after completing the upgrade. The utility is available from the Enterprise Solutions PEP Library (ESPL) as PEP ID "UUIDModify" or from the SU03 PEP CD-ROM in the "CallPilot Utilities" folder.

7.1.4.3 Using Internet Explorer, unable to download reports without Microsoft Virtual Machine

Microsoft Virtual Machine is always required for CallPilot Reporter to be able to generate reports from Internet Explorer. Refer to CR # Q00545366.

Workaround: If Internet Explorer 5 is being used in the stand-alone web server, ensure the server has internet access prior to any CallPilot Reporter report generation so that the user can download the plug-in when the report is being generated. If Internet Explorer 5.5 or higher is being used, no internet access is required as the plug-in is installed automatically.

7.1.5 Application Builder

7.1.5.1 Unable to save 501st application in Application Builder

After successfully saving 500 applications on the CallPilot server, receive error on the 501st stating unable to build any more applications. Refer to CR # Q00524680-01

Workaround: By design, Application Builder allows the user to save up to 500 applications on drive-D, up to 1,000 applications on drive-E, and up to another 1,000 applications on drive-F.

The following system platform/total applications limits exist:

Platform	Maximum # of applications
200i IPE	500
201i IPE	500
702t Tower	2500 (w/ per-drive limits above)
703t Tower	2500 (w/ per-drive limits above)
1001rp Rackmount	2500 (w/ per-drive limits above)
1002rp	2500 (w/ per-drive limits above)

7.1.5.2 Unable to change DN for recording a Voice Item

When using Application Builder to record voice items, after entering a phone number to record the first voice item, if the user wishes to change the telset that they are recording from, they cannot modify the extension number (DN) of the telset to be called. Refer to CR # Q00620441.

Workaround: To resolve this problem, install the Application Builder application available as PEP CP202S03G15A which contains the latest version of AppBuilder for use with Service Update 3 (SU03).

7.1.5.3 Unable to add more than 25 systems to system list

Within Application Builder, when adding systems to the system list, if more than 25 sites are added, upon entering the 26th site, the original list of 25 is deleted. Refer to CR # Q01001624.

Workaround: No solution is currently available. Refrain from exceeding 25 sites in the system list.

7.1.6 Email-by-Phone

Additional Email-by-Phone installation, configuration, and troubleshooting information is available within NTP 555-7101-503 Desktop Messaging and My CallPilot Administration Guide and NTP 555-7101-505 Desktop Messaging and My CallPilot Installation Guide. Both documents were updated with this release.

Notes:

- To use Email-by-Phone, the external e-mail server must support the IMAPv4 protocol. Email-by-Phone has been tested against the following e-mail servers:
 - Microsoft Exchange 5.5
 - Novell GroupWise 5.5/6.0x
 - Lotus Notes Domino
- Email-by-Phone only supports server-based folders. The e-mail folder that the user is accessing using Email-by-Phone must reside on the e-mail server. Email-by-Phone cannot access e-mail messages stored on a shared directory on a network, or stored on a PC.
- Email-by-Phone only supports the text body portion of e-mail, not the attachments.
- The following commands are not supported by Email-by-Phone:
 - Compose
 - Reply and Reply All
 - Forward

7.1.6.1 Email-by-Phone/My CallPilot may cause Exchange 5.5 server to crash

A Microsoft problem has been identified within Exchange 5.5 servers that when interfacing with CallPilot 2.02's Email-by-Phone and/or My CallPilot, may cause a service disruption of the Exchange server.

Workaround: To resolve this problem, install Microsoft Exchange Server patch Q322637, which should become available after March 17, 2003.

7.1.7 Alternate User Interfaces

7.1.7.1 CallPilot AUI interfaces not compatible with digital set control screens

CallPilot Alternate Menu Interface (Aria) and Alternate Command Interface (Serenade) are not compatible with M3900 control screens or i2054 soft-keys for message management.

Workarounds:

1. Use DTMF commands rather than the control screen/soft-keys.
2. Apply PEP MPLR17066 to disable soft-keys on all M3900 series/i2054 sets. This PEP introduces a global change for all sets disabling the soft-keys, regardless of which TUI is utilized.

7.1.8 My CallPilot

7.1.8.1 Unable to access My CallPilot if SSL admin done in IIS

My CallPilot does not support setting secure communication from IIS manager Directory Security page. If https is set using IIS rather than with the My CallPilot Admin Utility, problems will occur with accessing My CallPilot features and functionality such as accessing the CallPilot Player or opening CallPilot messages.

Workaround: To enable secure communications between browsers and My CallPilot use My CallPilot Setup program > Security settings> Secure Sockets Layer (SSL).

7.1.8.2 My CallPilot signature settings truncate at 99 characters

When using My CallPilot's "Signature settings", the signature is truncated if more than 99 characters are entered. Refer to CR # Q00846261.

Workaround: Limit signature to 99 characters or less.

7.1.8.3 Unable to use embedded audio player within My CallPilot

If a customer has CallPilot Desktop client version 2.50.06.12 (or later) installed and utilizing a My CallPilot version earlier than 2.50.06.22, they will not be able to use the *embedded* audio player within My CallPilot to upload audio attachments to messages being composed.

Workarounds:

1. If the customer needs to add an audio attachment within My CallPilot, they should launch the CallPilot Player (Start>Programs>Nortel Networks>CallPilot Desktop Messaging>Audio Player) and save the message to their computer and then manually attach the audio file using the "Attach Files..." button from My CallPilot.
2. Upgrade My CallPilot to release 2.50.06.22.

7.2 Fixes and Enhancements contained in Service Updates

A Service Update (SU) is a consolidation of all individually released customer Performance Enhancement Packages (PEPs) released after General Availability (GA) up to the creation of the SU. Each subsequent Service Update will include content from all previous Service Updates and individual PEPs. For example: Service Update 2 includes a number of new fixes and enhancements as well as all the fixes and enhancements of Service Update 1.

Service Updates will allow you to maintain your CallPilot software more effectively by providing consolidated fixes and enhancements in a controlled and manageable fashion. New Service Updates will be introduced periodically. It's recommended to check MPL regularly for any new PEP/SU updates.

The following table lists CRs and a description of each problem resolution/enhancement included in the associated components.

Note: PEPs/Service Updates are available from the MPL web site. Refer to Section 5.5 for information on how to access the site.

7.2.1 Fixes and Enhancements in Service Update 3 (SU03) "Cumulative"

Service Update 3 (SU03) "Cumulative" contains all content from the original SU03 plus individually released PEPs. It also contains and all the content with SU02 and earlier updates plus the following additional improvements/enhancements:

CR number	Description
Q00897117-03	(G04S) Restore deleted user failed.
Q00879698-01	(G07S) Primary and Extension DNs are swapped after saving user properties (Replaced by L11S on 703t and 1002rp only)
Q00946968-02	(G09S) ConfigWizard fails after CP 2.0 upgrade from SU02 to SU03 (Replaced by L11S on 703t and 1002rp only)
Q00862676-02	(L11S) LDAP enhancements for Delayed answering within CallPilot. For system with greater than 300 SDNs configured
Q00859634-02	(G16S) During 40 channel load test due to play problem in MAS resources SLEE crashes.
Q00942091	(G19S) TSP memory corruption causes call processing outage
Q00967809	(G19S) AML TSP crashed, error 42803 logged in the system event log file
Q00988007-01	(G20S) Network wide broadcast messages fails to be delivered.
Q00996757	(G22S) Infinite loop in Version Manager because of data corruption
Q00982422	(G22S) AppBuilder Applications inaccessible and unavailable after SU03 was applied
Q00937327	(G22S) Notification server consumes more than 90% CPU
Q00959966	(G22S) Events 55045 and 55046 added into Fault Manager
Q00373442	Can users compose the empty messages?
Q00376754	Backup/Restore Utility occasionally fails to function after an upgrade
Q00376757	A-Style - Invalid options offered in Greetings menu

CR number	Description
Q00376757-01	A-Style - Invalid options offered in Greetings menu
Q00494248	Fax Cover sheet prints in French when originated/terminated from Fax Phone
Q00516346	Loopback number fails to be provisioned
Q00565786	No save in user detail page when setting up user's email account
Q00566217	DTT requires extra selection in CP Manager
Q00592046	AOS fails to start after CallPilot 1.07 to 2.0 upgrade
Q00595505	FAX Transmit failures are not detected by Call Pilot
Q00595663	Message transfer agent terminates with event 54102
Q00596610	Cannot trigger event Answer (NO confirmation) in FAX retires
Q00626086	Cannot send SMTP messages to external addresses
Q00636150	Message Envelope fails prompt the Location Name for the 'TO' field
Q00636535	Fails to newly created device by in the Backup/Restore tools
Q00638053	Language ID fails to appear in Support tools for Distributor
Q00638552	Backup/Restore - Full system backup partially completed and some items skipped
Q00639065	Cover sheet or cover page fails to print
Q00641422	Received incorrect message for Network wide broadcast message
Q00654401	Missing 57858 event definition
Q00661624	CallPilot "Restore" functionality moved to non-password protected access
Q00672662	LDAP Search Tool fails to launch in Support Tools
Q00685562	Backup/Restore - Backup failure reports Major alarm expecting Minor alarm
Q00692186	New MLS Functionality in SCCS4.2 SU09
Q00711413	Broadcast Capabilities fails to work for Administrators.
Q00726606	Migration - Spelling wrong the word "complete" in ServerDataRepairLog.txt
Q00738493	Administrator with only Backup/restore privileges are unable access backup/restore
Q00750350	In Express voice messaging block, caller will hear mailbox greeting
Q00785662	Middleware is leaking memory.
Q00785826-01	AUI thru dial feature not working
Q00787453	Remote Text Notification feature - SMS Device Notification - Wrong message.
Q00790712	Event 41081 occurs when System Monitor launched
Q00799293	AUI-S: skip back (2-2) fails to work properly when "end of message" is playing
Q00804514	Backup/Restore -Backup attempt fails with event 41811 "another backup was running"
Q00807684-01	Memory leak when archiving users
Q00809351	User is unable to play messages via telset from desktop client
Q00824007	Reply to sender feature occasionally fails when calling a remote mailbox
Q00825653	Print of broadcast addresses or network data with large # of remote sites fails
Q00828947	CallPilot Lockup Due to High CPU Utilization by NMAOS.EXE & DBSRV7.EXE
Q00831118	LDAP search throws an exception if multiple *s are passed
Q00833198	Sites experiencing multiple 55701 events
Q00836081	DS-30 and DSP channels are idle and still takes 5-10+ rings to answer
Q00836990-01	Inconsistent sizes of arrays to store mailbox numbers for user archive/restore
Q00840198	Handle leak in Email-By-Phone
Q00841205	RN time period overlap should not be allowed
Q00842311-01	Restoring 600+ deleted users fails.

CR number	Description
Q00848637-01	No response from Fax select block.
Q00853207	Pause characters are not handled properly by CallPilot
Q00860032	DTF - Incorrect retry counter while printing faxes
Q00861194	Incorrect OM configuration page info when configuration update failed
Q00862676	Delayed answering on CallPilot - enhancements required in LDAP
Q00863619	AppBuilder, Ring once and Drop
Q00863814	Hacker Monitor: No event logged when login failed from monitored DN's
Q00863819	Hacker Monitor: No event logged when login failed to monitored mailboxes
Q00866384	Incoming faxes receive prompt after upgrade from 1.07
Q00866396	System outage after network archive failure
Q00869407	User mailbox with User admin rights unable view/open other mailbox
Q00869472	Envelope is not printed for forwarded messages with My CallPilot fax if "Auto Printing" is On
Q00869525	Initiation of backups and restores is not reported.
Q00869615	Unhandled exceptions in CallPilot TSP
Q00871757	Callpilot manager for CallPilot 2.0 does not allow the octothorpe
Q00872237	Command Entry Timeout affecting Appbuilder applications
Q00872647	Feature enhancement: Give user the ability to turn ON/OFF the RTN localization feature
Q00877924-01	No Answer when exceeding limit in NMAreaCode table
Q00878891	Internal table of Version Manages is not completely covered by mutex.
Q00883080	CPCA: CP 2.02 Coding Practice Code Analysis - MDS
Q00883959	One Number Voice/Fax Call Answering
Q00886417	AppBuilder fails to create a new application with application ID used as a name
Q00889054	An application will not be repaired or deleted by SRepair/AppDelete
Q00889061	Corrupted application is included into both consistent and inconsistent lists
Q00889065	Corrupted applications are in the list of correct apps (Srepair/AppDelete)
Q00889069	VolumeID is shown as 65535 instead of 'X' in the list
Q00889071	SRepair/AppDelete will not detect corruption when rll file is missing
Q00889074	Application volume was not detected. Application can not be deleted (AppDelete)
Q00895476	NMOMTransfer fills up database causing OM clean up to fail
Q00907505	Remote Notification failure to digital pager after upgrade from 1.07 to 2.02 SU02
Q00907891	CPCA: Critical issue: SDK use of null pointer
Q00908899	Number Sign "#" is not sent as part of the dialed DN.

7.2.2 Fixes and Enhancements in Service Update 2 (SU02):

Service Update 2 (SU02) contains all the content within SU01 plus the following additional improvements/enhancements:

CR number	Description
Q00601976	(G019S) 1002rp platform specific w/ 2 MPB16 boards equipped; NBMDL service keeps crashing
Q00757443	(G056S) CallPilot server down due to MTA crash.
Q00681524-01	(G057S) Backup/Restore - System backup skips database.

CR number	Description
Q00744943-01	(G057S) Backup/Restore - During Restore of user archive popup window message low on virtual memory.
Q00813497	(G059S) Dongle check fails preventing ConfigWizard from running
Q00814930	(G059S) Running "setkeycode" error when running configuration wizard
Q00832333	(G060S) OM audit consumes Virtual Memory if collection days set to zero
Q00832333	(G061S) OM audit consumes Virtual Memory if collection days set to zero
Q00776186	(G062S) Server outage when exhausting the Application program table
	(L063S) 1002rp systems with high AppBuilder Application traffic
Q00765025	(G065S) TSP fatal exception prior to server crashing.
Q00649616	(R066S) Message left by Attendant states 'unknown number' in message header
Q00668075	(R066S) CallPilot plays incorrect message on hunt or hard CFW back to CallPilot.
Q00721948	(R066S) Auto attendant sends to wrong extension.
Q00765025	(R066S) TSP fatal exception prior to server crashing.
Q00749089	(R066S) PBX agents not de-acquired when CallPilot server shut down
Q00806370	(R066S) USM Call Transfer Complete does not take all parameters.
	(G069S) Cumulative that included G056S, G057S, G059S, G060S, G061S
Q00866384	(G072S) CallPilot 2.02/Incoming faxes receive prompt after upgrade from 1.07
Q00373173-01	Call Sender allows calls to restricted DN.
Q00377870	Prompt error with SAM and Deleted Email Message
Q00560418-01	MTA's termination due to changes in time (such as daylight savings time)
Q00624000	Channels stuck in loading state on 1002RP after upgrade to 27.05
Q00636265	TTS play wrong time stamp for some messages
Q00641422	User got the NDN message for Network wide broadcast message
Q00649616	Message left by Attendant states 'unknown' in message header
Q00681524-01	System backup skips database
Q00705804	Event 54104, SMTP incoming
Q00716930	PEP installation failed but DMI showed that PEP is installed
Q00735785-01	User Archive restore fails with error reported - LDAP failure RC 5912
Q00746278	Configuration Wizard datafill is incorrect if agent info has leading digit '0'
Q00748178	Cannot migrate more than 500 applications
Q00749089	PBX agents not de-acquired when CallPilot server shut down
Q00751905	Cannot migrate more than 500 applications
Q00752267-01	Network broadcast message has not been received by the system
Q00754441	Move user tool does not update all fields
Q00754551	Callpilot cannot receive faxes
Q00756219	Stop Voice message sent twice over access link on CallPilot
Q00761667	Unable to use name-dialing when creating Distribution List entries.
Q00762674	SLEE errors prior to TSP fatal exception and server crashing
Q00765025	TSP fatal exception prior to server crashing
Q00773330-01	Restored custom prompts from Remote disk archive cannot open
Q00775903	Message from desktop client been forwarded can not be printed
Q00776186	Server outage when exhausting the Application program table
Q00781926-01	User archive to tape fails, error 44150 - multimedia file too big to open
Q00782794	CallPilot event ID 55740, no voice item recorded
Q00785511	Unable to "save as" in application builder with PEP CP20127G038A installed
Q00788578	CallPilot Server creates 0 byte voice attachments using telset

CR number	Description
Q00792783	Need to increase Maximum Temporary Remote Users in CallPilot to 5,000
Q00796178	Cannot add 7 digit entries to PDL from My CallPilot
Q00801477	Wrong time stamp on the messaging header after daylight saving time
Q00802006	Changing the water mark from %95 to %88 and from %98 to %92
Q00806370	Call Transfer Complete does not take all parameters
Q00808752	Major Event 36210 is displayed when saving a location
Q00808782	MTA fails to startup when more than 200 network locations are created in CallPilot
Q00813497	Dongle check fails preventing Configuration Wizard from running
Q00814930	Running setkeycode error when running configuration wizard
Q00821020	Unknown NMomTransfer Table is filling the Database
Q00832333	OM audit consumes Virtual Memory if collection days set to zero
Q00846747	CallPilot Manager Pager Service configuration is misleading
Q00757443	CallPilot trial server down due to MTA crash

7.2.3 Fixes and Enhancements in Service Update 1 (SU01):

CR number	Description
Q00596218	(G002S) 703t platform specific – MPB96 board
Q00590765	(G004S) Incorrect Count during Migration of IVR segment dataset.
Q00624915	(G006S) AppBuilder doesn't function.
Q00624601	(G007S) External or DDI callers do not hear announcements using CallPilot Voice Services.
Q00611037	(G008S) Transfer to attendant plays prompt "try again later"
Q00376318	(G008S) Message with empty body failed to print
Q00605599	(G008S) When user selects 7 as prompted to save the message, message was deleted.
Q00610938	(G008S) AUI S-Style: message not saved during playback.
Q00610950	(G008S) AUI S-Style: need to logout with 99 or messages are not deleted
Q00599325	(G008S) RN users are disabled first time CP hits C/O trunks all busy condition.
Q00569222	(G009S) My CallPilot: Network PDL Problem.
Q00598391	(G010S) Restore fails for users that have a space in their last name.
Q00630595	(G012S) Application archive backup to tape will overwrite a system backup.
Q00600822	(G013S) Error when trying to save User Template.
Q00626977	(G013S) Error Status and Enterprise Diagnostics Testing missing from CallPilot.
Q00379198	(G013S) Maintenance GUI – no courtesy stop except for individual channel.
Q00631733	(G013S) Multimedia Building Block Summary Report has extra line for abandonment.
Q00596637	(G013S) REPORTER – FAX print audit detail report – INVALID REASON CODE.
Q00594502	(G013S) MTA crashed when composing and sent the Enterprise NWB time delivery messages
Q00603856	(G016S) AUI user does not get AUI after logging in to mailbox.
Q00613882	(G018S) 201i – DSPs locked up.

CR number	Description
Q00373166-02	(G018S) Compose, attach and send fax – has a forwarded cover page inserted.
Q00376318	(G018S) Message with empty body failed to print
Q00376908	(G018S) Email with attachments prints out with forwarded fax cover page.
Q00507896-01	(G018S) Fax Print Quality is poor using Nortel Fax and various Microsoft Word Doc. Fonts.
Q00594642	(G021S) Memory leak seen during system restore
Q00640151	(G021S) Backup/Restore: Restore from Full system backup completes but data is lost
Q00588004	(G021S) User archive failed without error indication
Q00614548	(G021S) Scheduled Backup problems
Q00635687	(G021S) Backup/Restore: Backup failed without warning when browsing another web page.
Q00635699	(G021S) Restore: List multiple Disks/Tapes from support tool displays incorrectly.
Q00637568	(G021S) Backup/Restore – 5000 users restore hangs CP Manager screen and slows voice response.
Q00634188	(G021S) Unable to use Preferences on standalone CP Manager.
Q00686914	(G021S) Not all users have been archived with archive all users' filter.
Q00681067	(G021S) AOS crashed when listing backup devices.
Q00682901	(G021S) Backup/Restore: Backups blocked by erase tape and directory listing.
Q00679680	(G021S) An error occurred while appending backup file to tape.
Q00637547	(G023S) OM Server unable to propagate NBASDN changes to registered Reporters.
Q00643503	(G023S) OM server cannot propagate all missing records to reporter during system comes up.
Q00674808	(G023S) Internal APIs support to change OM configuration.
Q00640171	(G024S) srepair unreliable in reporting app items inconsistencies after migration
Q00583846	(G024S) Migration Utility doesn't migrate non alphanumeric SCCS VPE voice segments
Q00591485	(G024S) Migrate.exe should automatically repair application inconsistencies for IVR item
Q00590784	(G024S) Improve AppBuilder Data & Integrity Tool (srepair) on CallPilot
Q00667928	(G025S) Custom Command doesn't work due to Lex Database corruption
Q00676425	(G025S) MDS/IMA – Character sequence causes IMA to go into an infinite loop
Q00673400	(G026S) Unable to connect to custom commands application using SDN.
Q00687340-01	(G026S) Most of the time I got the NDN for AMIS messages when I sent from M1 to SL-100
Q00373170	(G026S) Cannot immediately send fax
Q00647814	(G028S) Assigning App-ID's xxxxx (5-digit) locks application after saving
Q00635341	(G029S) Dr. Watson/TAPI crash causes CallPilot to go down
Q00673962	(G031S) Service Stopped Working Reboot required to restart
Q00378544	(G031S) Unnecessary events when max outgoing IMA threads reached
Q00655691	(G032S) System delivery page prints wrong
Q00691531	(G034S) Scheduled backup to LAN fails.
Q00687328	(G034S) Scheduled backup aborts active remote disk backup.
Q00681524	(G034S) System backup skips database.

CR number	Description
Q00708428	(G034S) Scheduled backups to Tape failed
Q00695495	(G034S) Selecting 200+ remote users causes infinite loop in archive.
Q00325675	(G034S) Backup Now option can kill a scheduled backup.
Q00662889	(G036S) Users cannot forward 1 st Message in their mailbox.
Q00661038	(G036S) Call Answering Message recording is inconsistent.
Q00518198	(G037S) Cannot choose next application Fax Item Maintenance.
Q00518208	(G037S) Cannot choose next application Voice Item Maintenance.
Q00657933	(G037S) Time Stamp of messages is off with Arizona Time Zone.
Q00609499	(G037S) Economy time setting in Delivery to Fax is not working as expected.
Q00555575	(G037S) Reporter does not display Desktop or Web messaging login info.
Q00701146	(G037S) Getting event 54503 when listen to voice message from DTM and My CallPilot.
Q00696750	(G037S) EBP crashing SLEE.
Q00688226	(G040S) Meridian Mail Auto Logon settings not transferred after migration to CP2.02.
Q00553039	(G041S) Debug 40278 events: access conflict removing files.
Q00684934	(G041S) Corruption in MTABox/MMFS.
Q00376306	(G041S) RN to email not working if no local VPIM shortcut.
Q00699715	(G042S) CP – Slow down due to low memory.
Q00707888	(G042S) HAL on 200i only: Handle leak in 200i dongle manager code.
Q00689418	(G044S) Telset user cannot log into their CallPilot mailboxes.
Q00645295	(G044S) My CallPilot PDL fails to display the Network Wide Broadcast Address.
Q00629143	(G045S) Unable to forward voice messages from My CallPilot.
Q00750291	(G047S) 1002RP: data not fully restored after system backup.
Q00745550	(G047S) Failed to add user due to mailbox addressing does not follow dialing plan.
Q00726990	(G047S) Unable to open existing applications or create new applications.
Q00720876-01	Failed to archive users to tape with win32 rc=998.
Q00667699-01	Session Trace/Reporter Inactive. Desktop activity are not included in the User Report
Q00715704-01	Email by phone fails to work when email account name exceeds 32 characters – DATABASE.
Q00716252	Extension DN conflict will generate LDAP_OPERATIONS_ERROR causing slow down.
Q00376664	Fax Express Messaging missing “start transmission” prompt.
Q00641388	Enable Integrated Networking’ option is checked by system after upgrade.
Q00685430	An interface needed for modifying the expiry days of backup logs.
Q00726858	My CallPilot fails to login to e-mail server.
Q00729304	Logging into CallPilot mailbox gets delayed.
Q00694396	Minor/Unable to create new holiday entry.
Q00633600	DATABASE full warning, service change operations are blocked with error code 60656
Q00597040	Wait Before send C” fails with non zero value exists in DB after upgrade to CP 2.0x
Q00628711	Remote Users being deleted from system and overwritten after 200 have been added

CR number	Description
Q00760032	Nmimasrv.exe causing 100% CPU usage on CallPilot trial 703t server.
Q00733535	Adding users may stop call processing with AOS error.
Q00745110	EBP – SLEE crashes during reading emails.
Q00737023	Email-By-Phone fails to work after upgrade to CP2.02 from CP1.07
Q00742886	Unable to access EBP when SSL is enabled.
Q00757738	EBP feature prints and plays HTML content.
Q00762536	Outgoing e-mail messages are not printed via MTA retransmission.
Q00377444	Users cannot forward message in their mailbox.
Q00734244-01	Wrong prompt played by Express Voice/Fax Messaging.
Q00760106	Need voice storage limit expanded beyond 360 minutes (6 hours).
Q00739421	Cannot Log into CallPilot Manager with SLL enabled.
Q00762166	CallPilot Manager 2.01.27 becomes inaccessible when activating SSL.
Q00767682	EBP – Urgent Messages are counted incorrectly.
Q00763879	Subject is garbled when Remote Text Notification is sent to cell phone.
Q00597342	RM numeric pager – No Separator Char between Call back #/CLID on pager
Q00723097-01	Issues for VPIM when CDP and ESN start numbers are the same.
Q0078136	not get data-filled correctly.
Q0078	populated with INBO from My CallPilot.
Q007	Tool failed to work.

this time:

		1.18 (for use w/ SU03) (includes all and G053C (SU01) and provides the
		not sorted by default at any field
		up/Restore Utility will not function after upgrade
		CallPilot 2.0 Messaging Networking Configuration
		issues
		Full system backup partially completed some items skipped.
	Q0060457	Request to remove message length field from Notification Device Classes
	Q00665091	Mailbox receives over 7000 messages because of remote text notification
	Q00790713	User search only looks at last four digits
	Q00795278	Unable to view detailed or summary log via CallPilot Manager
	Q00825653	Unable to print broadcast addresses or network data if remote site data is large
	Q00825768	Pager Service configuration is misleading
	Q00834738	CallPilot TUI Timeout changes not active on mailbox session

PEP number	CR number	Description
	Q00836990-01	Inconsistent sizes of arrays to store mailbox numbers for user archive/restore
	Q00840274-01	Could not delete/modify backup device if its name contained a single quote (')
	Q00841061	CallPilot Manager allows archiving of remote users but it does not work
	Q00842311-01	Restore of 600+ deleted users fails.
	Q00843338-01	Select All users to restore from archive hangs CallPilot Manager screen.
	Q00844388	Not specified/Selection in the Networking Tree should be maintained
	Q00844391	Four-sign fields in Keycode entering behave wrongly if last sign is zero.
	Q00855020	CallPilot Manager locks accessing Performance Monitor
	Q00856031	Enterprise Networking diagnostics fail and event 40539 occurs
	Q00863888	Incorrect Online Help on some alarms generated by the Hacker Monitor
	Q00868270	SDN listing repeats last row on next page
	Q00871193	Audio Conferencing field on Templates Page
	Q00872647	Enable the user the ability to turn ON/OFF the RTN localization feature
	Q00880788	DataBase Internal error occur during the saving of Mailbox classes
	Q00886640	User export via CallPilot Manager will not work for General Properties or Admin
	Q00383806	Auto logon can be set with no Extension DN.
	Q00477860	Unable to play "To", "From", and "Subject" field if language not selected.
	Q00869525	Initiation of backups and restores is not reported.
	Q00871757	CallPilot Manager for CP 2.02 will not allow the octothorpe.
	Q00895760	Remote notification to mailbox's DN number.
	Q00905376	Cancel button is not working on userdetails page.
	Q00907891	CPCA: Critical issue: SDK use of null pointer
	Q00372103-01	Users are not sorted by default at any field
	Q00383840	(G067C) State of Networking Tree should be maintained
	Q00411423	(G067C) Cannot filter for "System Backup" on the Backup/Restore history page
	Q00477852	(G067C) View user class, click cancel, takes user to classes.
	Q00607557	(G067C) Backspace key does not work when using Callpilot Manager
	Q00650457	(G067C) Request to remove message length field from Notification Dev
	Q00689486-01	(G067C) CallPilot 2.02 Does not recover properly after System Reboot

PEP number	CR number	Description
	Q00693836	(G067C) Sun J2RE 1.3.x JVM support in CallPilot Reporter
	Q00746278	(G067C) Configuration wizard datafill incorrectly if agent info has leading digit '0'
	Q00778694	(G067C) Mailbox File System Volume ID does not show volume when using Auto-Distribution
	Q00782597	(G067C) Cannot log into CallPilot Manager with SSL port set to 993
	Q00790713	(G067C) User search only looks at last four digits
	Q00790760	(G067C) Temporary Remote User search never stops counting/listing users
	Q00799960	(G067C) Unable to add more than 25 characters comment in RPL detail page
	Q00812704	(G067C) MTA should recover from corrupt message after a certain number of delivery attempts
	Q00819494	(G067C) User Archive failed in AOS due to incorrect LDAP filter from CallPilot Manager
	Q00824757	(G067C) Unable to add new remote users to SDLs if 200 or more SDLs exist
	Q00598391	(G053C) Restore issue when user has space in the last name.
	Q00637097	(G053C) Unable to print or export users list in pre-selected sorting order
	Q00634720	(G053C) RN Status in CPMgr is inaccurate
	Q00634195	(G053C) User cannot log in using address on preset server list.
	Q00631733	(G053C) Multimedia Building Block Summary Report has extra line for abandonment
	Q00628149	(G053C) REPORTER – RN audit trail detail report – Channel # missing on some events
	Q00627749	(G053C) Request for AUI prompts for log in from EM
	Q00626977	(G053C) Error Status and Enterprise Diagnostics Testing missing from CallPilot
	Q00623105	(G053C) Satellite (NMS) admin users are not able login to CallPilot Manager
	Q00600822	(G053C) Error when trying to save User Template
	Q00599164	(G053C) SMTP or VPIM activities to monitor field is empty after I enter the activity
	Q00596637	(G053C) REPORTER – FAX print audit detail report – INVALID REASON CODE
	Q00596577	(G053C) CPMgr – I couldn't choose the password for VPIM PWD field at first time
	Q00595680	(G053C) Reporter – Fax On Demand Audit Trail Detail Report – call attempts are not pegged
	Q00594714	(G053C) DTT or DTF no answer retry interval timer should be less than the stale timer setting
	Q00594502	(G053C) MTA crashed when I compose and sent the Enterprise NWB time delivery messages

PEP number	CR number	Description
	Q00592845	(G053C) Reporter – DTT Audit Trail Detail Report – multiple entries for single event
	Q00589350	(G053C) Unable to login to CPMgr using entry from preset server list
	Q00576493	(G053C) Users are not displayed in any given order when viewed in CPMgr
	Q00569232	(G053C) CPMgr network SDL problem
	Q00489343	(G053C) Med/Wrong description of the Reporter application in Server settings
	Q00384062	(G053C) Last server accessed not available until preferences defined
	Q00379198	(G053C) Maintenance GUI – no courtesy stop except for individual channel
	Q00633307	(G053C) Reporter unable to export html 3.2 or 4.0 files
	Q00652276	(G053C) Incorrect start time and end time on schedule printing/exporting in Reporter
	Q00597040	(G053C) Wait before send C doesn't work if non-zero value exists in DB after CP 2.0 UPG
	Q00661203	(G053C) To update CallPilot Manager Online Help.
	Q00658510	(G053C) Unable to re-install and upgrade CPMgr on standalone that is using Win2K.
	Q00594642	(G053C) Memory leak seen during system restore
	Q00640151	(G053C) B/R: Restore from Full system backup completes but data is lost
	Q00588004	(G053C) User archive failed without error indication
	Q00614548	(G053C) Scheduled Backup problems
	Q00635675	(G053C) B/R: User archive failed to handle simultaneous B/R process
	Q00635676	(G053C) B/R: Restore process unable to handle simultaneous B/R process
	Q00635687	(G053C) B/R: backup failed without warning when browsing another webpage
	Q00635699	(G053C) B/R: Restore: List multiple Disks/Tapes from support tool displays incorrectly
	Q00637568	(G053C) B/R: 5000 user restore hangs CPMgr screen and slows voice response
	Q00634188	(G053C) Unable to use Preferences on standalone CP Manager.
	Q00691531	(G053C) Scheduled backup to LAN fails
	Q00687328	(G053C) Scheduled backup aborts active remote disk backup.
	Q00681524	(G053C) System backup skips database
	Q00708428	(G053C) Scheduled backups to Tape do not work
	Q00695495	(G053C) Selecting 200+ remote user causes infinite loop in archive
	Q00325675	(G053C) Backup Now option can kill a scheduled backup

PEP number	CR number	Description
	Q00663389	(G053C) Reporter's mailbox counts reports show incorrect built mailbox
	Q00703136	(G053C) E-Mail address for Email-by-Phone not accepted with a dash '-' character
	Q00716011	(G053C) Reporter installation failed due to msvcp60.dll missing in \WINNT\System32
	Q00628610	(G053C) Reporter – DTT audit Trail Summary report – Retry counter doesn't increment
	Q00628171	(G053C) Reporter – RN audit detail report – Call Retrieves peg initial event as "1" s/b "0"
	Q00745550	(G053C) Failed to add user due to mailbox addressing does not follows dialing plan
	Q00740943	(G053C) CallPilot 2.0 – Users without last names can't be administered
	Q00749370	(G053C) Unable to add Mailboxes when the number SDLs exceed a certain limit
	Q00715704	(G053C) Email by phone won't work if email account name exceeds 32 characters
	Q00763199	(G053C) Need ability to print all SDL list entries at once; not just individually
	Q00763295	(G053C) Need ability to sort all SDL lists by list name or address number
	Q00764682	(G053C) Unable to add users with more than 200 user templates
	Q00762507	(G053C) Unable to print sorted SDL users list
	Q00745034	(G053C) Unable to print sorted list of users from CallPilot Manager
	Q00760106	(G053C) Need voice storage limit expanded beyond 360 minutes (6 hours)
	Q00667003	(G053C) Advanced search for remote notification status invalid
	Q00748333	(G053C) Unable to add SDN entry using default applications
	Q00776433	(G053C) CallPilot Player needs to be updated
	Q00779358	(G053C) Failed to bulk add users through Auto Admin with Netscape
	Q00779387-01	(G053C) Reporter – Month field grayed out for monthly report printing schedule
	Q00780248	(G053C) Failed to save External Email Servers through Netscape
	Q00750197	(G053C) Duplicate SDL entries error is unclear
	Q00739421	(G053C) Unable to log in to CallPilot Manager with SSL enabled
	Q00762166	(G053C) CallPilot Manager is inaccessible with SSL enabled
	Q00744972	(G053C) Erased tape can no longer be used for CallPilot backups

PEP number	CR number	Description
	Q00740196	(G053C) Bad tape format logged, but backup successful is shown in CallPilot Manager
	Q00785330	(G053C) Unable to login to CallPilot Manager
	Q00786810-01	(G053C) CallPilot fails to display the rest of the users when pressing Next button under search
	Q00790713	(G053C) User search only looks at last four digits
	Q00790760	(G053C) Temporary Remote User search never stops counting/listing users
	Q00794347	(G053C) Failed to delete registry value CPMgrPEPVersion during CallPilot Manager uninstall
CP202S03G15A	Application Builder version 2.01.27.11 (for use w/ SU03) (includes all content of PEPs G068A and G038A and provides the following additional fixes)	
	Q00376679	AppBuilder will not perform a clean un-install
	Q00867429	"Volume ID" field is not updated in "Save As" and "New" dialogs.
	Q00378013-01	(G068A) Application beginning with a space cannot be opened
	Q00373554-03	(G068A) Application Builder crashing when dragging
	Q00603363	(G038A) Locked 1.07 Applications cause 2.0 AppBuilder problems
	Q00620441	(G038A) Unable to change the DN for recording a Voice Item
	Q00634777	(G038A) Unable to perform a 'save as' in AppBuilder

7.2.5 Additional Limited Distribution/Restricted PEPs available at this time:

PEP number	CR number	Description
CP202S03L01S	** 1002rp Platforms Only **	
	Q00776186	For large customer sites with extensive AppBuilder usage/high traffic demands. Event code 56004 with Return Code 11007.
CP202S03L03S	** North America Only **	
	N/A	Provides "One Number Voice/Fax Call Answering/Filtering" feature similar to 1.07 PEP R060S.
CP202S03R21S	** Requires X11 R25.40/R25.40B and X21 R3.0/R4.0 PEPs be installed ** Refer to PEP list for details ** This PEP includes similar fixes as to CP202S03G19S but also includes fixes for thru-dial issues. Note: The required switch PEPs impose a limit of 8-digits for the Original Dialed DN information that is passed to CallPilot. This may impact some configurations so careful consideration should be taken.	
	Q00942091	TSP memory corruption causing call processing outage
	Q00668075	CallPilot plays incorrect message on hunt or hard CFW back to CallPilot
	Q00826558	External callers thru-dialing to extension which is hard CFW'd to CallPilot get incorrect BUSY prompt

7.2.6 Fixes and Enhancements in My CallPilot 2.50.06.22:

My CallPilot client version 2.50.06.22 includes all the fixes available with version 2.50.06.08 and previous versions plus the following new improvements:

CR number	Description
N/A	Temp files weren't always getting deleted.
N/A	Fixed a glitch which cause the "FROM<>" SMTP command to sometimes be empty. (Could prevent the CallPilot server from sending back an NDN.)
N/A	Fixed a potential problem when old desktop clients auto-login (related to Q00803767-01)
N/A	Improved HTTPS (SSL) support. My CallPilot now reads the IIS "Require Secure Channel (SSL)" setting to determine if SSL is active.
N/A	Installer will no longer replace existing shared/common DLLs.
N/A	Added registry key to enable/disable SSL/LDAP for entire session
N/A	Added French language support (Help files need updating).
N/A	Removed some of the Event Viewer logs that shouldn't appear
N/A	My CallPilot now properly handles when messages get deleted from other apps while using My CallPilot.
N/A	Added initial support for Alteon SSL Accelerator (SSL on port 81)
N/A	Updated to new CP 2.50.06.15 release of shared DLLs
N/A	Embedded audio player works in the Open View page again
N/A	WAV Playback now supports the MS IE 6.0 Media Bar
N/A	Added image/script/stylesheets HTTP content caching in IIS
N/A	Auto-upgrade Audio Player pop-up window will now only appear one time per user
Q00762179-01	My CallPilot Login in 2.01.27 does not use SSL port 636
Q00777420	Deleting many pages of messages can cause MyCP server to stop responding
Q00781739-01	SSL transport Layer security for EBP can not be set through Mycallpilot
Q00803767-01	Encrypted Password for My CallPilot Sometimes Fails
Q00856234	Truncation in Login screen when resolution is 800x600
Q00860324	Truncated button in CallPilot features/Add/Remove features page
Q00863757	Cannot play all voice attachments with WAV player
Q00865332	Error on downloading CallPilot Web Client in French Mac OS 9.2
Q00874691	Intermittent My CallPilot crashing problems
Q00881156	Diagnostic error messages appearing in 2.50.06.16
Q00881203	Label appears mis-aligned alongside its respective control
Q00904452	Chose "deletable items" in My CallPilot can stop IIS on web server.
Q00915275	Can not launch My CallPilot with Windows 2003 server used as My CallPilot web server.

7.2.7 Fixes and Enhancements in Desktop Messaging 2.50.06.17:

Desktop client version 2.50.06.17 includes all the fixes available with all previous versions plus the following new improvements:

CR number	Description
Q00866477	CallPilot desktop client logon fails if "Remember Password" is not selected and PC has CyberArmor is installed.
Q00972983	Cannot send urgent message using "Send CallPilot Message" accessory.
Q01014964	Sending CallPilot Message while offline can make computer operation sluggish.

7.2.8 Additional Security Update PEPs available at this time:

PEP number	Description
CP202SEC001S	Security Update PEP (includes all Microsoft hotfixes up to MS04-025) (Obsoletes earlier Security PEPs G050S and G070S by including all new and previously released hotfixes plus additional security enhancements in this one single PEP:

7.3 Fixes and Enhancements contained in CallPilot 2.02

The following table outlines those fixes/enhancements that are included in the base release of CallPilot 2.02, providing a delta-view between CallPilot 2.0/Service Update 1 (SU01) and CallPilot 2.0 (without any additional PEPs applied):

CR number	Description
Q00365406	Ability for distributors to reset the Administrator Mailbox password
Q00372861-01	Unable to DTF with many recipients
Q00374236-03	VPIM: Missing characters when announcing domain name
Q00376662-01	S-Style - commands not recognized during playback paused state
Q00378775-01	Cannot receive fax on DSP
Q00380371-01	Desktop Messaging sort fields incorrect
Q00383802	Print button capability missing on some pages
Q00384063	Broadcast mailboxes not grayed out after AMIS DN entered on remote site
Q00384068	Can see LSB addresses even though send is blocked
Q00384153	User navigation around searches is inconvenient
Q00422479	S-Style - MWI light out of sync with "new message" queue
Q00422479-01	A-Style - MWI light out of sync with "new message" queue
Q00466382	Add pacing mechanism for infinite loops in AppBuilder SCE runtime superblocks.
Q00470541	Mapping of new LDAP errors
Q00477116	DV: Error when removing language.
Q00480069	Error when adding a system.
Q00480617	LDAP Web Support tool is still unprotected
Q00482261	S-Style - Changing recorded name to empty forces re-recording instead of options
Q00487607-01	System help prompt of CallPilot doesn't work properly for AutoPlay
Q00490003-01	Text Messaging to Sprint Cell Phone will not work if DNS is configured
Q00493252	Problem handling content type "multipart/mixed".
Q00495200	Incorrect user mailbox info.
Q00495460	PDL - Invalid Personal Distribution List addresses are not Auto deleted.
Q00497387	Foreign language text files don't decode subject when printed
Q00499750	Unable to restore custom commands from user archive
Q00501138	Cover page does not print out for Fax messages
Q00502660	Invalid TTS help prompt
Q00507297	Reporter not displaying any reports on Win2k with Netscape and IE
Q00510085	Can't send message out with "authentication" mode ON
Q00511804	File exporting to PDF and RTF from report viewer and schedule export failed
Q00511827	Drop schedule exporting options to Excel 2.1, 3.0, and 4.0 from the export list
Q00513638	S-Style - "Start of message" played when not true during compose playback
Q00516295	ESN Location Code conflicts
Q00516345	CallPilot Manager Online Help- Diagnostic link required
Q00517101	Clicking help button on Reporter shows blank page with Netscape 6.2
Q00519136	Schedule file exporting to HTML 3.2 and 4.0 failed
Q00519438	When a network cable is pulled system does not produce event
Q00520524	Backup/Restore - Cannot schedule backup after installing PEPS CP20126G003/4/6

CR number	Description
Q00520694	Select trivial password for user password but CallPilot Manager didn't give detail error.
Q00520787	No NDN when SMTP/VPIM message sent to destination with receive network messages off
Q00522228	RN - ADMIN can save Primary and secondary time periods that overlap
Q00525984	Add System Ready Indicator (SRI) to Reporter's main page
Q00527559	Backup/Restore schedule weekly backup with no day assigned causes AOS COM fault
Q00530351-01	Hot plug insertion of MPC8s can fail in IPEs
Q00530545	Backup/Restore - Alarm 41886 reports MAS Error "0" S/B 41828 (disk full)
Q00531677	Backup/Restore - Spelling error in the backup/restore Status screen.
Q00532469	Backup/Restore - Restoring of customized system prompts is ambiguous.
Q00533573-01	Enterprise networking message not delivered
Q00535483	Displaying "excessive after hours logins" alert hangs web service.
Q00536055	Configuring VPIM Shortcut requires Local Switch Properties to be configured
Q00539043	The character set needs to be changed in outgoing SMTP message
Q00540123	Cannot change passwords to WINNNT accounts if logged into CallPilot as LOCALHOST
Q00541468	Fail to cleanup some OM tables in Reporter database during nightly audit
Q00546118	Failed to consecutively open reports in short period of time
Q00548197	TTS - Cannot access EMAIL view Mailbox is temporarily disabled
Q00548296	System Monitor tool cannot be launched.
Q00561906	FPGA programmer in HAL doesn't understand new format
Q00567148	User Defined Exception Handling in LDAP
Q00569232	CP 2.0 - CallPilot Manager Network SDL problem
Q00587756-01	CP20126G050S causes Voice Item Maintenance to fail login
Q00592845	Reporter DTT audit trail detail report - multiple entry's for single event
Q00592868	Reporter DTT audit trail detail report - call retries are not pegged
Q00594714	DTT/DTF no answer retry/interval time s/b less than the stale timer setting
Q00595680	Reporter - Fax on demand audit trail detail report - call attempts not pegged
Q00596577	I couldn't choose the password for "VPIM PWD" field at first time
Q00599164	"SMTP/VPIM Activities to Monitor" field is empty after I enter the activity
Q00602429	Application Builder Software should not install on Server
Q00602478	Desktop Messaging Software should not install on Server

8 Supplemental Tools

The following supplemental tools are available for support of servers being upgraded to or those already on CallPilot 2.02 (2.01.27.05). Each stand-alone tool is included in the Service Update 3 (SU03) CD-ROM in the "Utilities" folder and also available from the Enterprise Solutions PEP Library:

MPL PEP ID	Description
107PreCheckUtil	Enhanced pre-upgrade check utility for use on all CallPilot systems when upgrading from 1.07 to 2.02 or 2.5
107UpgradeCheck	Pre-upgrade utility checks for RPL/COS issues prior to upgrading from 1.07 to 2.02 or 2.5
LDAPRegKey	Resolves CallPilot Manager login problems on some systems
UUIDModify	Adjusts 1.07 to 2.x "upgraded" mailbox properties to resolve intermittent Reporter "blank report" issue.
NBDBSync201	Synchronize utility for Computer Name/CallPilot Database name

8.1.1 Restore and TapeList

Server "restore" functionality no longer requires access to the Distributor Support Tools. It is now available directly from the server console using:

Start > Programs > CallPilot > System Utilities > Backup and Restore Utility

Note: This enhancement complements the available CallPilot 2.02 "Recovery Image" CDs which are provided with new servers or available for order using NTUB22BA. These CDs provide a quick and automated way to rebuild the CallPilot server OS and Application software. Refer to Product Bulletin P-2004-0255-Global for details.

8.1.2 1.07 Pre-Check Utility

This server-console executable scans the CallPilot server for proper configuration. The utility highlights any items that need to be addressed PRIOR to upgrading the server from 1.07 to 2.02 or 2.5. It should be run prior to attempting any upgrade as it greatly increases the likeliness of a successful upgrade.

Note: This utility can be run while the server is online.

PEP CD Location: \Utilities\PreCheck\precheck.exe

MPL PEP ID: "107PrecheckUtil"

When to use: Prior to upgrading from 1.07 to 2.02 or 2.5.

8.1.3 1.07 Upgrade Check

This server-console executable scans the CallPilot server database for potential duplicate RPLs or COS issues. Refer to Product Advisory Alert PAA-2004-0151 for details on problem.

PEP CD Location: \Utilities\PreCheck.EXE
MPL PEP ID: "107UpgradeCheck"
When to use: Prior to upgrading from 1.07 to 2.02 or 2.5.

8.1.4 LDAPRegKey

This server-console executable can be run on a CallPilot 2.x system to perform sanity checking on key LDAP registry key values. If the values are incorrect, they may prevent actions such as logging into CallPilot Manager. The utility automatically corrects any invalid setting.

PEP CD Location: \Utilities\LDapRegKey\LDapRegKey.EXE
MPL PEP ID: "LDAPRegKey"
When to use: After completion of upgrade from 1.07 to 2.02 or 2.5

8.1.5 UUIDModify

This server-console executable only needs to be run once after upgrading a system from 1.07 to 2.02. It addresses an infrequent issue wherein some upgraded mailboxes do not display in Reporter reports due to an Operational Measurements (OM) pegging issue caused by an invalid mailbox UUID. This utility corrects the UUID to a valid number.

PEP CD Location: \Utilities\UUIDModifyTool.exe
MPL PEP ID: "UUIDModify"
When to use: Once after completion of upgrade from 1.07 to 2.02 or 2.5, or if encountering "missing" mailboxes from CallPilot Reporter reports.

8.1.6 NBDBSync201

This server-console executable only need be run after the Computer Name has been changed and the CallPilot server is rebooted. It synchronizes the Computer Name and the CallPilot database name.

PEP CD Location: \Utilities\NBDBSync201.exe
MPL PEP ID: "NBDBSync201"
When to use: Once after changing the Computer Name.

Appendix A CallPilot / SCCS integration

CallPilot 2.02 / Symposium Call Center Server 4.2 Integration checklist

The following items should be reviewed to ensure proper integration between Symposium Call Center Server 4.2 and CallPilot 2.02 for Voice Services.

Software pre-requisites:

1. SCCS 4.2 with PEP NS040206SU07S or later
2. CallPilot 2.02 (2.01.27.05) with Service Update 1 (SU01) (see table below)
3. Minimum Meridian 1 X11 (24.24) or Communication Server 1000 (release 1.1) or later with the following software packages:

Pkg	Description	CallPilot		SCCS	
		X11	X21	X11	X21
35	IMS – Integrated Message Service	*		*	*
40	Basic Automatic Call Distribution	*		*	*
41	ACDB (ACD Package B)	*	*	*	*
42	ACDC (ACD Package C)			*	*
43	LMAN – ACD Load Mgt Reports			*	*
45	ACDA (ACD Package A)	*		*	*
46	MWC – Message Waiting Center	*	*		
50	ACDD (ACD Package D)			*	*
77	CSL – Command Status Link	*	*	*	*
83	CDRQ – ACD CDR Queue Record	*			
98	DNIS – Dialed Number Identification Service	opt			
111	TOF – ACD Timed Overflow Queuing	*			
114	AUXS – ACD Pkg D, Aux Security			*	*
153	X25AP – Application Module Link – AML	*	*	*	*
155	ACDNT – ACD Account Code			*	*
164	LAPW – Limited Access to Overlays	*	*		
175	NMS – Network Message Service	opt	opt		
209	MLM – Meridian Link Modular Server			*	*
214	EAR – Enhanced ACD Routing	*	*	*	*
215	ECT – Enhanced Call Treatment	*	*	*	*
218	IVR – Hold in Queue for IVR	*	*	*	*
242	MULI – Multi-User Login	*	*		
243	Alarm Filtering	*	*		
247	Call-ID (for AML Applications)	*	*	*	*
254	Phantom TN	*	*		
296	MAT – Meridian Administration Tool	*	*		
311	NGCC – Nortel Symposium Call Center			*	*
324	NGen (MAS Connectivity)	*	*	*	*
364	NMCE (CallPilot)	*	*		

Note: The software packages listed above may be included as components in other X11/X21 packages. They are provided here individually for reference only. Refer to the ordering bulletins for each associated product for additional information.

Meridian1/CS 1000/1000M PEPs specific for CallPilot/SCCS Integration:

Product	Software Version/Release	PEP Number
SCCS	04.02.06 and later	NS040206CPSU07S or later
CallPilot	2.02 (02.01.27.05)	Service Update 1 (SU01) or later
Meridian 1 (X11 software)	24.24/24.25	MPLR16351
		MPLR16897
	25.10, 25.15, 25.30, 25.40, and 25.40B Note: Not all PEPs are available/required for each release. Refer to Section 3.2.	MPLR16351
		MPLR16660
		MPLR16897
		MPLR16968 (note)
		MPLR17006
		MPLR17700
		MPLR18165
		MPLR18765
		MPLR19463
Communication Server 1000 (X21 software)	1.1	MPLR16351
		MPLR16660
		MPLR16897
	2.02	MPLR16660
		MPLR16897
		MPLR17090
		MPLR17700
	3.0	MPLR18765
		MPLR19463
	4.0	At this time, no additional PEPs are required for CallPilot and SCCS integration

Note: At the time of this printing, all previously available individual PEPs are included in the latest Service Update (SU03), which should also be applied to all systems. For the latest SU/PEPs available, refer to the Enterprise Solutions PEP Library (ESPL) website.

Note: MPLR16968 only applies to 25.40B and is a restricted PEP. It addresses the problem where originally dialed digits are not sent to messaging systems for calls routed through SCCS acquired CDNs.

Documentation available:

1. NTP 555-7101-222: CallPilot 2.02 Installation and Configuration Guide, Part-3 Meridian 1 and CallPilot Server Configuration Guide
2. NTP 555-7101-510: CallPilot 2.02 Installation and Configuration Guide, Part-3 Succession 1000 and CallPilot Service Configuration Guide
3. NTP 555-7101-801: Meridian Mail to CallPilot Migration Utility Guide (if migrating voice prompts) (Standard 2.0, dated May-2004 is latest)
4. Symposium, M1/CS1000 Voice Processing Guide

Note: The Partner Information Center / Helmsman Express documentation website contains the above documents. Ensure the latest versions are utilized when integrating both solutions.

For CallPilot documentation, from the main product screen, select "Meridian 1 and Communication Server 1000 Systems" and under Applications select "CallPilot Release 2.0 (CallPilot_20).

For Symposium documentation, from the main product screen, select "Symposium" and under Applications select "Symposium Call Center Server Release 4.2 CPI".

PBX configuration guidelines:

1. VAS/SECU setting for both CallPilot and SCCS ELAN/VAS-ID should YES
2. CallPilot agents segregated for SCCS support should be build w/ Class of Service: CLS-MMA and AST

Additional general notes:

1. **CallPilot SU01 installation/SCCS MLSM interaction requires service shutdown on SCCS.**

Prior to applying SU01 to a CallPilot server that is integrated with Symposium Call Center Server 4.2 (or later), ensure the MLSM service is stopped on the SCCS server. Once SU01 is successfully installed, restart the MLSM service on SCCS, and the CallPilot server to full service once all other PEP/SU or other installation activities have been completed.

Note: SU02 and later does not require services be shutdown on SCCS when installing.

2. **Recording Voice Prompts using telephone set requires Desktop Messaging License**
The recording of Voice Prompts using a telephone set on CallPilot currently requires the Desktop Messaging application to be installed with appropriate licensing. Customers requiring this capability and not having Desktop Messaging should contact their Nortel prime to resolve this issue.

3. **CallPilot 2.02 Channel Detail Information page can produce unexpected change of channel allocation**

The CallPilot Manager for CallPilot 2.02 Server allows the selection of individual channels for querying and applying the configuration of the channel. The channel allocation ("ACCESS", "IVR" or "MULTIMEDIA") can be queried and set in this page.

When entering this page for a port that has been allocated as "IVR", the channel allocation is currently provided as "MULTIMEDIA". If this entry is not manually reverted to "IVR" before "OK" is selected to leave the page, the port's allocation will be changed to "MULTIMEDIA". This will result in a failure to provide IVR service using the port.

When querying channel details on the Channel Detail Information page for IVR ports, one should ensure that the channel allocation is set to "IVR" as opposed to "MULTIMEDIA" before selecting the "OK" button. An alternative is to exit the page using the "CANCEL" button.

4. **Calls receiving GIVE IVR ring indefinitely when CallPilot Server out of service**

SCCS will attempt to perform the GIVE IVR operation if specified in the scripts even if the CallPilot Server with the voice ports for IVR processing is powered down. In this case, calls will hear ringing but will not be provided voice services and will not advance in the SCCS script. Refer to CR # Q00503343 and Q00465763.

Customers should ensure that the scripts are modified not to provide voice services if the CallPilot Server is out of service. An alternative solution is to manually log out the voice ports on the switch if the CallPilot server is shut down.

Workaround: During shutdown of the CallPilot server, to ensure the proper MLINK messages are sent from CallPilot to SCCS and that voice services channels are properly logged out; ensure Meridian 1/Communication Server 1000 Release 1.1 PEP MPLR16351 has been applied.

5. **Stop/Start of voice channels on CallPilot requires action on SCCS**

If voice channels are stopped and re-started using CallPilot Manager (through Channel Monitor or Maintenance Admin), they will not resume voice processing until they have been de-acquired and re-acquired through the SCCS Client.

Customers should avoid stopping and starting the voice channels. If this action is necessary, the voice ports should be de-acquired and re-acquired through the SCCS Client Voice Ports window.

6. **GIVE CONTROLLED BROADCAST fails, returning only silence**

The Give Controlled Broadcast script command does not currently operate properly when the CallPilot 2.02 and SCCS 4.2 systems are installed on the Communication Server 1000 switch running Release 2.02 or some Meridian 1 systems using Superloops. Callers will

hear silence rather than the specified voice segment if this script command is employed.

Workaround: To resolve this issue, install the appropriate PBX PEP. For Meridian 1 systems, install PEP MPLR17006. For Communication Server 1000 Release 2.02, install PEP MPLR17090.

7. ACCESS channels remain in an un-initialized state if CallPilot reboots before SCCS MLink service is started.

If the MLINK service is not up prior to the CallPilot system completing its initialization, the ACCESS channels will be put into an un-initialized state. Without manual intervention, the access channels will remain in an un-initialized state. From lab tests, SCCS takes approximately four (4) minutes to bring up the MLink service.

Workaround: Defer the boot start time on CallPilot for five (5) minutes after SCCS starts its boot sequence. This can be done through the WinNT Operating System setting:

On the CallPilot server, from Control Panel → System → Startup/Shutdown. In "System Startup" set "Show list for" to 300 seconds. This will delay the CallPilot boot-up for five (5) minutes, giving SCCS time to boot first.

What works with the workaround (5 minute delay to boot start of CallPilot):

With both systems powered down (SCCS and CallPilot):

- a. Both CallPilot and SCCS can be powered up at the same time
- b. Both CallPilot and SCCS can survive an unattended power outage, assuming that both systems are attached to the same power source.

What does not work with the workaround:

- a. During the first power-up of CallPilot, the workaround will not be applied. Therefore, cannot power up SCCS and CallPilot at the same time, for the first time.
- b. With a functional network (SCCS, CallPilot, and Meridian 1 / CS 1000)
- c. CallPilot rebooting in a 3-5 minute window prior to the SCCS rebooting.

8. Migrating voice prompts from Meridian Mail requires additional steps

In addition to those procedures outlined in the Meridian Mail to CallPilot Migration Utility Guide, ensure that PEP CP20127SU02S or later is installed on the CallPilot server and that the procedures outlined in the README.TXT file are followed for successfully migrating prompts.

9. SCCS requires VOICE channels for integration

While CallPilot offers three channel types (Voice, Fax, and Speech Recognition), SCCS and CallPilot require dedicated voice channels for integration. As Voice channels utilize only a single MPU per channel, use of Voice channels is the most cost-effective resource, similar to that of the Meridian Mail "BASIC" and "FULL" service channels.

To avoid conditions where no voice is presented, and to ensure the integration utilizes the most cost-effective resources, ensure that all channels that are to be used for SCCS voice services are dedicated voice channels.

10. SCCS unable to acquire resources after improper shutdown/crash.

Symposium Call Center Service (SCCS) acquires devices such as TNs and ACD agent phone-sets on the Meridian 1/Communication Server 1000. If the server crashes or is shutdown without running the shutdown utility, these devices will remain acquired. This can cause a number of problems including:

1. If the SCCS has a problem such that it cannot de-acquire one or more devices, then these devices cannot be used by other applications until a switch SYSLOAD is performed.
2. After the switch INIT, CDN count might be corrupted for an application link.

In these (and possibly other) occasions, it is required to forcibly de-acquire resources from the Meridian 1/Communication Server 1000. Some commands have been developed as tools to perform these tasks, such as:

- De-acquire all acquired devices of application over a specified ELAN link
- De-acquire an acquired Agent TN
- De-acquire an acquired Route of a Customer
- De-acquire an acquired CDN
- De-acquire an acquired ACDDN.

The commands to de-acquire each of the resources are:

From Overlay 48 (LD 48):

1. De-acquire an acquired "AGENT":
 - DACR AGT <Loop> <Shelf> <Card> <Unit><CR>
2. De-acquire an acquired "ROUTE":
 - DACR RTE <Route#> <Customer#><CR>
3. De-acquire "ALL" acquired devices on a specified link:
 - DACR ALL <Link#><CR>

From Overlay 23 (LD 23):

4. De-acquire an acquired "CDN":
 - REQ <DACR>
 - TYPE <CDN>
 - CUST <Customer#>
 - CDN <XXXX>
5. De-acquire an acquired "ACDDN":
 - REQ <DACR>
 - TYPE <ACD>

- CUST <Customer#>
- ACDN <XXXX>

You can use overlays such as 10, 11, 20, 21, or 23 to confirm the action is carried out successfully on your device.

Appendix B 703t Platform Migration

Migrating a 702t with two MPB16-4 boards to a 703t

When performing a platform migration from a 702t Tower with two MPB16-4 boards to a 703t Tower, the Channel Name to TN/Key (Position ID and SCN) configuration requires manual reconfiguration. This is needed because Configuration Wizard is not able to converge the former two-MPB16 board configuration to a single (higher density) MPB96 configuration on the new server. The Configuration Wizard application is executed in the normal course of performing a platform migration, and the added steps of reconfiguring the channel to TN mappings is done from the "Switch Information" web page while navigating the Configuration Wizard pages.

Documents needed:

- CallPilot Installation and Configuration NTP 555-7101-202, Part 4: Software Installation and Maintenance (updated to include the 703t)
- CallPilot Installation and Configuration NTP 555-7101-210, Part 1: Installation and Maintenance Overview (You'll need all the completed Configuration Wizard worksheets for the Meridian 1 or Communication Server 1000 information – TN information; these indicate the number of TNs, the start TN, the start TN Key0 (Position ID) and the start TN Key1 (SCN))

The following sequence describes the additional steps required for dual-MPB16 702t to single-MPB96 703t platform migration, not the entire platform migration sequence.

1. Following the instructions in NTP Part 4 to perform the platform migration. You will reach "Stage 5: Restore and configure the target server". Proceed through the first two steps as described in the NTP:
 - Restore the backup of the original server onto the target server.
 - Set the platform type (and restart the server).
2. The next step is "Run the Configuration Wizard." Follow the sub-steps as described until you reach the "Switch Information" page. For this platform migration, you must change the settings for TN, Key0 and Key1 because the Configuration Wizard will not have migrated these settings intact. Following the steps listed here, you need to erase all of the existing settings for TN, Key0 and Key1, and reconfigure the settings based on the worksheets from NTP Part 1.

On the "Switch Information" page, you'll find two STI boards listed. The first is the MPB96 board. The second is a board whose type is unknown such that the type is not displayed on this page. The second board represents the configuration of one of the two boards that existed on the 702t and was migrated to the 703t, but can't be automatically mapped to any physically existing board on the 703t.

CallPilot Manager - Configuration Wizard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print

Address http://localhost/cpmgr/configwizard/M1SwitchInfo.asp Go Links

Location Configuration Wizard M1 Switch Information

Configuration Wizard: M1 Switch Information

Back Next Cancel Help

Meridian 1 Switch Information:

Channel information for each Link is displayed below. Click on a link to update its channel settings.

STI Board 1 (MPB96 in slot 04)

Link STID4-001 Switch Type: ☐ M1
☒ M1 Option 11

Link STID4-002 Switch Customer Number: ☐ Enable Symposium
 Call Center Server Integration

Link STID4-003 Switch IP Address:

STI Board 2 (in slot 03)

Link STID3-001

Link STID3-002

#	Channel Name	TN	Key0	Key1	Channel Allocation
1	<u>STID4-001-001</u>	0.0.6.0	3864	3964	Multimedia
2	<u>STID4-001-002</u>	0.0.6.1	3865	3965	Multimedia
3	<u>STID4-001-003</u>	0.0.6.2	3866	3966	Multimedia
4	<u>STID4-001-004</u>	0.0.6.3	3867	3967	Multimedia

STI Board MPB96 Board ID 67502080

Link STID4-001

Done Local intranet

- Click on the first link of the first STI board shown on the “Switch Information” page. This action brings up the “Channel Detail Information” page for that link.

The “Channel Detail Information” page is used to erase the TN, Key0 and Key1 settings for that link.

Channel Detail Information: ST103-001-001

Enter the TN, Key0, Key1 and Channel Allocation information for this channel.
If you want the channel information to be repeated (Fill/Reset) for the subsequent channels, including this one, select the number of TNs below.
If you leave it as 1, only the current channel information will be updated.

Number of TNs in the range: 32 Fill Reset

Loop Shelf Card Unit

TN: 0 0 6 0

Key0: 3800 (Position ID)

Key1: 3900 (SCN)

Channel Allocation: Multimedia

4. Select the value 32 in the pull-down box for the “Number of TNs in the range:” and click on “Reset”. This will erase all of the settings for this link and return you to the “Switch Information” page.
5. Repeat steps 3 and 4 for each of the remaining two links of the MPB96 board and also for the two links of the second board listed on the “Switch Information” page so that all settings have been erased.

CallPilot Manager - Configuration Wizard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print

Address http://localhost/cpmgr/configwizard/M1SwitchInfo.asp Go Links

Configuration Wizard: M1 Switch Information

Back Next Cancel Help

Meridian 1 Switch Information:

Channel information for each Link is displayed below. Click on a link to update its channel settings.

STI Board 1 (MPB96 in slot 04)

[Link STI04-001](#)

[Link STI04-002](#)

[Link STI04-003](#)

Switch Type: ☐ M1
☒ M1 Option 11

Switch Customer Number: 0

☐ Enable Symposium Call Center Server Integration

STI Board 2 (in slot 03)

[Link STI03-001](#)

[Link STI03-002](#)

Switch IP Address: 47 . 11 . 47 . 66

STI Board MPB96 Board ID 67502080

Link STI04-001

#	Channel Name	TN	Key0	Key1	Channel Allocation
1	STI04-001-001				
2	STI04-001-002				
3	STI04-001-003				
4	STI04-001-004				

Done Local intranet

6. Once all of the TN, Key0 and Key1 settings have been erased, the correct settings can be configured. Consult the worksheets from the NTP Part 1 and perform the following steps.
7. On the "Switch Information" page, click on the first link of the first STI board listed. This will bring up the "Channel Detail Information" page for that link, as before.

CallPilot Manager - Configuration Wizard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print

Address <http://localhost/cpmgr/configwizard/M1SwitchDetail.asp> Go Links »

Channel Detail Information: STI03-001-001

Enter the TN, Key0, Key1 and Channel Allocation information for this channel.
If you want the channel information to be repeated (Fill/Reset) for the subsequent channels, including this one, select the number of TNs below.
If you leave it as 1, only the current channel information will be updated.

Number of TNs in the range: 32 Fill Reset

Loop Shelf Card Unit

TN: 0 0 4 0

Key0: 3800 (Position ID)

Key1: 3900 (SCN)

Channel Allocation: Multimedia

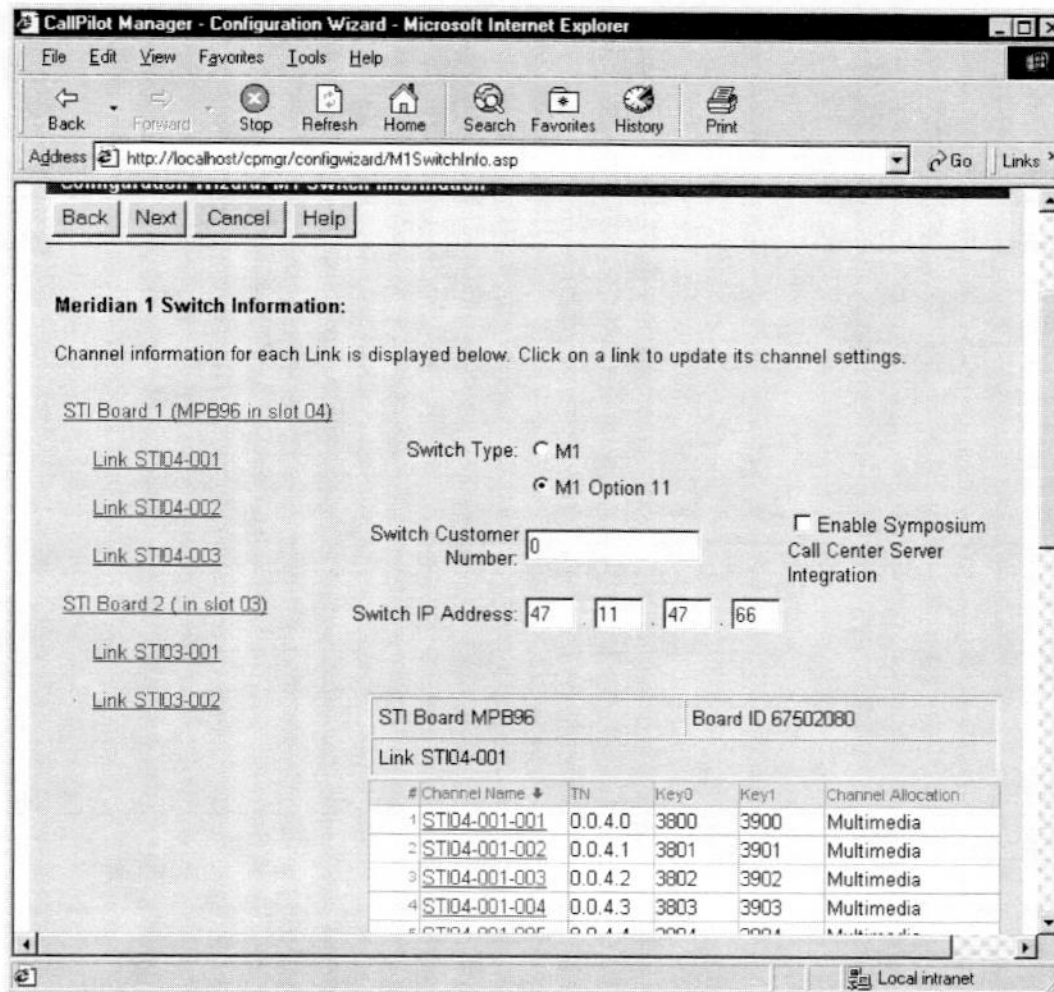
OK Cancel Help

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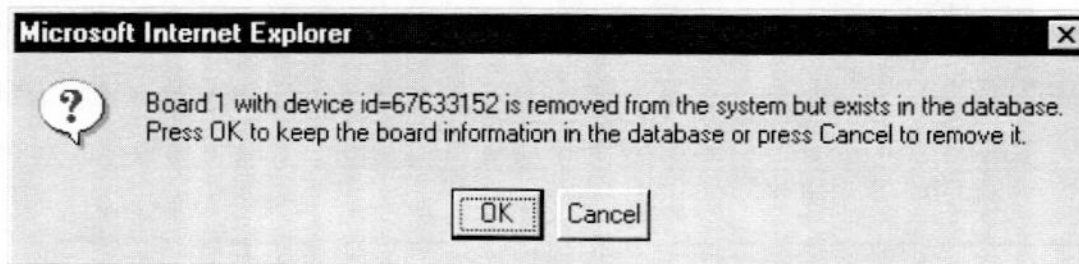
Done Local intranet

8. This time, the “Channel Detail Information” page will be used to configure the settings.
- According to the worksheets, select the correct value for the “Number of TNs in the range:”
 - Select the correct values for the start TN using the Loop, Shelf, Card and Unit boxes.
 - Enter the associated start Key0 value.
 - Enter the associated start Key1 value.
 - Click on “Fill”

This will fill the entire set of TN, Key0 and Key1 settings for this range and return you to the “Switch Information” page.



9. Repeat steps 7 and 8 for each of the remaining two links on the MPB96 board. Settings for the second STI board, whose type is blank, must be left empty.
10. Click “Next” on the “Switch Information” page. This action will pop up the following window.



11. This window appears because the number of MPB boards found by the software as physically installed in the server is less than that in the server's database. This window is used to remove the extra board from the database. Click "Cancel." This will remove the board whose type was unknown from the database. This also takes you to the next Configuration Wizard page, the "CDN Information" page.

Note: If you should hit "OK" by accident, use the "Back" button on the "CDN Information" page to return to the "Switch Information" page. Then, simply hit the "Next" button to show this pop-up window again. Now click on "Cancel" and continue the platform migration.

12. Continue with the sub-steps of the Configuration Wizard step, and continue with the subsequent steps and stages as described in the NTP Part 4 to complete the platform migration.

